

Panolam Industries 61 Domtar Rd. Huntsville, Ontario P1H 2J7	Subject: Accessibility Policy for Ontarians with Disabilities	Procedure No.: PSS HUN-0008
Written By: Al Stobbar <i>Christine Payne</i> Date: 18 Sep 23	Approved By: Al Stobbar <i>[Signature]</i> Date: 9/18/23	Revision No.: 3 Date Issued: November 2014 Review Date: September 15, 2023 Page 1

**Purpose:** To ensure that Panolam Huntsville plant has an accessibility plan and policy.

**Scope:** All operations within the Panolam Huntsville facility

**Procedure:**

This 2014-21 accessibility plan outlines the policies and actions that will put in place to improve opportunities for people with disabilities.

**Statement of Commitment; Panolam Huntsville** is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

**Accessible Emergency Information; Panolam Huntsville** is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

**Training** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

**Panolam Huntsville** will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

**Information and communications; Panolam Huntsville** is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

**Panolam Huntsville** will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**.

- 1) include accessibility training in all new hire orientation
- 2) Issue plant wide policy covering employees with accessibility concerns.

**Panolam Huntsville** will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- 1) ensure accessibility is reviewed with any staff with limitations
- 2) provide assistance and escort to access any areas that have concerns.

**Panolam Huntsville** will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- 1) discuss and document any issues at monthly advisory committee meetings
- 2) post minutes both hard copy and electronic versions.

**Panolam Huntsville** will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

- 1) review individual concerns with people and resolve as needed.
- 2) Assess access to web information and provide alternate methods either by phone or in person.



**Employment; Panolam Huntsville** is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- 1) provide monthly advisory committee meetings, all employees represented
- 2) review individual limitations to process and work areas

**Panolam Huntsville** will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- 1) we have a well documented and followed procedure in place for return to work and modified duty access.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if needed;

- 1) specialized parking in areas close to workspace
- 2) administrative duties .

Panolam Huntsville may require a person with a disability to be accompanied by a support person when on premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises. We will consult with the person with a disability to understand their needs.

**Panolam Huntsville** will take the following steps to prevent and remove other accessibility barriers identified.

- 1) provide escort and assistance to those in need for specific areas

**Design of Public Spaces** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

Outdoor public eating areas like rest stops or picnic areas

Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

Accessible off-street parking

**Panolam Huntsville** will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

**Panolam Huntsville's** customers who wish to provide feedback on the way we provide goods, services or facilities to people with disabilities can provide feedback via email [hr@panolam.com](mailto:hr@panolam.com) , 705-789-9683 or to 61 Domtar Road, Huntsville, ON P1H 2J7.

All feedback, including complaints, will be handled by Human Resources and you can expect to hear back within ten (10) business days in the manner within which the feedback was originally communicated.

If you require accessible formats or communication supports to give or receive feedback, please notify us using the contact information listed above.