



<b>Title:</b>	Accessibility Policy		
<b>Department:</b>	Organization & HR	<b>Document No:</b>	ECC-POL-00-03
<b>Classification:</b>	Policy	<b>Issue Date:</b>	August 2023
<b>Approved by:</b>	COO	<b>Revised Date:</b>	

## Accessibility Policy

House of Metals Company Ltd. and its subsidiaries (collectively referred to as “**HOM**” or “**Eccomelt**” is committed to the objectives of the Accessibility for Ontarians with Disabilities Act, 2005 (the “**AODA**”) and the Ontario Human Rights Code. Eccomelt will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity. This multi-year accessibility plan (the “**Accessibility Plan**”) outlines the policies and actions that Eccomelt will put in place and will maintain to prevent and remove barriers for people with disabilities, in compliance with the AODA. The Accessibility Plan will be reviewed and updated at least once every 5 years.

### Commitment

Eccomelt has made a commitment to be accessible for everyone who uses our services and accepts the responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring compliance with the AODA by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines.

### Multi-Year Accessibility Plan

Eccomelt has developed and will maintain a Multi-Year Accessibility Plan that sets out Eccomelt’s strategy for preventing and removing accessibility barriers from our workplaces. The plan will be reviewed and updated at least once every five years and will address the following:

#### Communication

- Accessible Emergency Information
- Feedback from Customers and Employees
- Accessible Formats and Communication Supports
- Emergency Procedures/Plan or Public Safety Information
- Accessible Websites & Web Content
- Self-Serve Kiosks

#### Employment Standard

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process



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- Performance management
- Career Development and Advancement
- Redeployment

### **Customer Service Standard**

Eccomelt is committed to excellence in servicing all customers including people with disabilities. Please refer to the Accessibility Plan on how Eccomelt deals with the following:

- Communication
- Assistive Devices
- Support Animals
- Support Persons
- Notice of Temporary Disruption
- Feedback

### **Training**

Eccomelt will provide training to of its all employees and volunteers. Anyone who participates in developing the organization’s policies, will also be trained on the Accessibility for Ontarians with Disabilities Act 2005 and on the Ontario Human Rights Code as it relates to people with disabilities. Training will also be included as a part of the orientation for all new hires. It will take into consideration and be appropriate to the duties of those receiving the training.

Records of training will be maintained and will include (i) dates on which the training was provided, and (ii) details of individuals who completed the training.

### **About this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy or if the purpose of the policy is not understood, please reach out to us:

#### **In Person or by Mail:**

House of Metals Company Ltd. / Eccomelt LLC  
45 Commercial Rd.  
Toronto, ON M4G 1Z3

**By Telephone:** Toll Free: 1-888-356-9457

GTA: +1 (416) 421-1572

**By Email:** [hr@eccomelt.com](mailto:hr@eccomelt.com)

Accessible formats of this document and the accessibility plan are available upon request.



<b>Title:</b>	Multi-Year Accessibility Plan		
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## Multi-Year Accessibility Plan

This accessibility plan (“**Accessibility Plan**”) outlines the policies and activities that House of Metals Company Ltd. and its subsidiaries (collectively referred to as “**Eccomelt**”) has put in place and will maintain to prevent and remove barriers for people with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act. This Accessibility Plan will be reviewed and updated at least once every five years.

### Commitment

Eccomelt is committed to the objectives of the Accessibility for Ontarians with Disabilities Act, 2005 (the “**AODA**”) and the Ontario Human Rights Code. Eccomelt will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

### Accessible Emergency Information

Eccomelt 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

Eccomelt will provide training to of its all employees and volunteers. Anyone who participates in developing the organization’s policies, will also be trained on the Accessibility for Ontarians with Disabilities Act, 2005 and on the Ontario Human Rights Code as it relates to people with disabilities. Training will also be included as a part of the orientation for all new hires. It will take into consideration and be appropriate to the duties of those receiving the training.

Eccomelt will continue to take the following steps to ensure employees are provided with training needed to continue to meet AODA requirements. This training will include:

- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Eccomelt’s goods and services



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### **Communication**

Eccomelt will communicate with people with disabilities in ways that take into account their disability. Eccomelt will ensure all websites and content conform with WCAG 2.0, Level AA as required by law.

All staff will be trained on how to interact and communicate with people with various types of disabilities.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Eccomelt will notify customers promptly. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on our website [www.eccomelt.com](http://www.eccomelt.com) and on the front door of the affected facility.

### **Service Animals**

Eccomelt welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and where protective equipment is not required.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **Employment**

Eccomelt is committed to fair and accessible employment practices. Eccomelt will post job openings that notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

The accessibility needs of employees with disabilities will be taken into account when Eccomelt uses performance management and career development processes.

### **Workplace Emergency Response Information**

Eccomelt will provide individualized workplace emergency response information to employees with disabilities on an as needed basis and where Eccomelt is aware of the need for accommodation.



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Where an employee is provided with an individualized workplace emergency response plan, Eccomelt will designate a person to provide assistance and, with the employee's consent, Eccomelt will provide the workplace emergency response information to such person.

Eccomelt will review individualized workplace emergency response information as needed, and at a minimum if:

- the employee moves to a different location within the Company;
- the employee's overall accommodation needs or plans are reviewed; or
- Eccomelt reviews its general emergency response policies

#### **Individual Accommodation Plans and Return to Work**

Eccomelt will maintain processes for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability. Eccomelt will continue to:

- Work to identify employees requiring an individual accommodation plan and involve them in the development of said plan
- Provide plans in accessible format
- Keep all individualized accommodation plan information private

#### **Feedback Process**

Customers who wish to provide feedback on the way Eccomelt provides goods and services to people with disabilities can email [hr@eccomelt.com](mailto:hr@eccomelt.com). Alternatively, accessible formats and communication supports will be provided to allow for feedback, upon request. All feedback will be directed to HR. Customers can expect to hear back in 7 days. Complaints will be addressed according to our organization's regular procedures.

#### **For More Information**

##### **In Person or by Mail:**

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