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Accessible Formats: means formats that deviate from standard presentation and include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Assistive Device: means any device used by people with disabilities to help increase, maintain or improve how a person with a disability can function. Such devices may include, but are not limited to, wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices, elevators, ramps, stair lift etc.

Barrier: means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Communication Supports: means mechanisms such as captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready: means an electronic or digital format that facilitates conversion into an acceptable format.

Customer: means any person who uses the goods and services of the company.

Dignity: means the service which is provided in a way that allows the person with a disability to maintain self-respect and the respect of others.

Disability: As defined in section 2 of the *Accessibility for Ontarians with Disabilities Act, 2005*, means (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness; (b) a condition of mental impairment or developmental disability; (c) a learning disability or a dysfunction on one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder, or; (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Equal Opportunity: means the service which is provided in a way that allows the person with a disability access to goods and service at the same level given to others.

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Guide Dog: means a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety, and increased independence for people who are blind.

Independence: means the person with a disability is able to do things on their own without unnecessary interference from others.

Integration: means the service which is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar manner as other customers, unless an alternate measure is necessary to enable the person with the disability to access the goods or services.

Performance Management: means activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

Redeployment: means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Service Animal: means an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to help with his or her disability; or if the person provides a letter from a doctor or nurse confirming that the person needs the animal to help with his or her disability.

Service Dog: means, a dog (other than a guide dog for the blind) is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Structural Failures: means any damage to voestalpine property or premises that causes unsafe conditions due to structure failure. Failures or pending failures include but are not limited to collapsed walls, ceilings, or foundations, burst water mains, electrical power outages, etc.

Support Person: means, in relation to a person with a disability, another person who accompanies him, her, or them in order to help with communication, mobility, personal care, medical needs or access to goods and services.

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Intent

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provisions of goods and services to the public or other third parties as opposed to the goods themselves.

All goods and services provided by voestalpine shall follow the principles of dignity, independence, integration, and equal opportunity.

Guidelines

In accordance with the Customer Service Standards, this policy addresses the following:

- a. The Provisions of Goods and Services to Disabled Persons;
- b. The Use of Assistive Devices;
- c. The Use of Guide Dogs, Service Animals, and Service Dogs;
- d. The Use of Support Persons;
- e. Service Disruption Notifications;
- f. Customer Feedback;
- g. Training; and
- h. Notice of Availability and Format of Required Documents

a. The Provisions of Goods and Services to Disabled Persons

voestalpine will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things pursuant to their preferences and at their own pace when accessing goods and services as long as this does not pose a safety risk;
- Using alternative methods whenever possible to ensure that disabled customers have access to the same services, in the same place, and in a similar manner;
- Taking care to consider the individual’s needs when providing goods and services; and
- Communicating in a manner that takes into account the customer’s disability.

b. The Use of Assistive Devices

Customer’s Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by voestalpine. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

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c. Guide Dogs, Service Animals, and Service Dogs

A customer with a disability that is accompanied by a guide dog, service animal, or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his, hers, or their disability, voestalpine may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

Allergies:

If a health and safety concern presents itself in the form of a severe allergy to the animal, voestalpine will make all reasonable efforts to meet the needs of all individuals.

d. The Use of Support Persons

If a customer with a disability is accompanied by a support person, voestalpine will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

e. Service Disruption Notifications

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of voestalpine. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use voestalpine’s goods or services, reasonable efforts will be made to provide advance notice. However, in some circumstances, such as unplanned temporary service disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless such information is not readily known or available at the time of postage:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

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When disruption occurs, voestalpine may provide notice in any of the following manners:

- Posting notices in conspicuous places, including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the voestalpine website, where applicable;
- Contacting affected customers with appointments
- Verbally notifying customers when they are seeking to make appointments, consultations, or onsite visits; or
- By any other method that may be reasonable under the circumstances.

f. Customer Feedback

voestalpine shall provide customers with the opportunity to provide feedback on the services provided to disabled customers. Information about the feedback processes will be readily available to all customers and notice of the feedback process will be made available by electronically, physically, and if requested, any alternative format that can be reasonably reproduced. Feedback forms along with alternate methods of providing feedback such as verbally (whether in person or by telephone), or written (whether handwritten, delivered, or digitally communicated), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

James Rim
 Director of Human Resources
James.Rim@voestalpine.com
 +1 905-812-944 x2127

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can also do so by requesting a feedback form upon arrival and submitting the form to any voestalpine employee.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

g. Training

Training will be provided to:

- Every person who is an employee of, or volunteer with, voestalpine;
- Every person who participates in developing voestalpine policies;
- Every other person who provides goods, services, or facilities on behalf of voestalpine.

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Training Provisions

Regardless of format, administered trainings will cover the following areas:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- A review of the requirements of the Customer Service Standards;
- voestalpine's policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.

Records of Training

voestalpine will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

h. Notice of Availability and Format of Documents

voestalpine shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by voestalpine, the voestalpine website and/or any other reasonable method.

More Information

If you have any questions or concerns about this policy or its related procedures, please contact:

James Rim
 Director of Human Resources
James.Rim@voestalpine.com
 +1 905-812-944 x2127

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company policies.