

## Accessibility Policy (AODA)

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### 1.0 Purpose:

Listowel Technology Inc. (LTI) is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

LTI believes in integration and are committed to meeting the needs of people with disabilities in a timely manner by removing and preventing barriers to accessibility and meeting our accessibility requirements under Ontario's accessibility laws.

### 2.0 Scope:

This Policy applies to all LTI associates which includes: full and part-time associates, students, temporary staff, as well as suppliers and sub-contractors on site.

### 3.0 References:

- *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*
- Employment Standards Act
- Training Document PPT
- Multi-Year Accessibility Plan
- HR-5.1.1.1-01 Human Rights Policy
- HS-HR-10.2-02 Return to Work Policy

### 4.0 Definitions:

"Disability" – covers a wide range of visible and invisible conditions which may have been present from birth, caused by accident or developed over time. Examples include:

- Blindness or visual impairment
- Deafness or hearing loss
- Speech impairment
- Physical or mobility disabilities such as: paralysis, amputation, coordination / imbalance
- Brain injury
- Epilepsy
- Intellectual disabilities
- Learning disabilities
- Mental health challenges
- Reliance on a service animal or mobility devices such as wheelchair, walker or cane

"Accessibility" – the practice of making environments, services and communication usable by people of all abilities

"Accessible Format" - may include, but are not limited to, large print, recorded audio, electronic formats or other formats usable by persons with disabilities

"Assistive Device" – any device used to help a person perform a task (i.e. Mobility aid)

"Barrier" – means anything that prevents a person with a disability from fully participating in all aspects of society because of the disability, including physical barriers, architectural barriers, information or communication barriers or barriers involving attitude, policy or practice.

## 5.0 Policy Commitment:

Listowel Technology Inc. will make every reasonable effort to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, including all applicable elements of the Integrated Accessibility Standards.

- 1) Information and Communication
- 2) Employment
- 3) Customer Service
- 4) Emergency Response Information
- 5) Design of Public Spaces
- 6) Training
- 7) Feedback
- 8) Responsibility
- 9) Review

### 5.1 Information and Communication

Listowel Technology, Inc. (LTI) will strive to make information accessible to people with disabilities by creating support materials in accessible formats. LTI will deliver alternate formats of information to associates upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, LTI will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable for the person.

This extends to any work instruction, safety information or emergency procedures prepared by Listowel Technology Inc.

AODA Information for LTI can be found on the MTNA website: <https://www.mtnaoh.com>

### 5.2 Employment

Listowel Technology Inc. (LTI) is committed to fair and accessible employment practices, based on the Human Rights Code and LTI Human Rights Policy. This includes:

- Notifying associates and applicants that accommodation is available during recruitment, assessment, and hiring if required
- Providing accessible training and workplace information
- Developing individual accommodation plans when required
- Providing return-to-work plans for employees with disabilities (Return to Work Policy)
- Considering accessibility needs in performance management, career development, and redeployment.

### 5.3 Customer Service

Listowel Technology, Inc. will provide customer service in a manner that supports the removal of barriers for people with disabilities which can include:

- Providing accessible formats and communication support upon request
  - Ensure workplace communications (policies, instructions, safety materials) are accessible where reasonably practicable
  - Consult with the individual to determine suitable formats at no additional cost
- Requests for accessible information should be directed to the Human Resources Department Manager.

#### **5.4 Emergency Response Information**

Listowel Technology, Inc. will provide, if needed, individualized workplace emergency response information to associates who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need. With the associate consent, this information will be shared with individuals designated to assist in an emergency.

#### **5.5 Design of Public Spaces**

If Listowel Technology, Inc. redesigns or redevelops an outdoor space such as parking area, outdoor eating area, exterior path of travel, indoor / outdoor service or waiting area, it will do so in accordance with the Design of Public Spaces standard of the AODA. LTI will also ensure that any newly redesigned or redeveloped areas are maintained in accordance with the rules set out by the AODA.

#### **5.6 Training**

Listowel Technology, Inc. will provide training to all associates and independent contractors to ensure they are familiar with our policies, practices, and procedures for communicating with and providing services to people with disabilities.

Training review content to include but not limited to:

- The purposes of the AODA and why it matters
- Understanding disabilities and identification of various types of disabilities
- Responsibilities pertaining to disabilities within the workplace
- Interaction with persons with a disability – ensuring dignity & respect. Includes people who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- How to assist people with a disability (ie visitor, supplier)
- Accommodation within the workplace and how to request
- Communication & information – various formats available
- Feedback – how to support if a person with a disability is having difficulty accessing our goods, services or information.
- Emergency response and safety – assistance

Training will be conducted as part of the Orientation process. It will also be reviewed as part of the plantwide internal CIT training annually. Records of the training provided will include the names of individuals attending the training along with the dates on which the training is provided.

#### **5.7 Feedback**

Listowel Technology, Inc. will receive feedback about the way in which it provides services, support or facilities to people with disabilities. Feedback can be verbally in person, by phone or email, or in another way that is suitable for a person with a disability.

When a complaint is received LTI. will let the person who submitted the feedback know about the actions the organization will take to resolve the issue.

Concerns and responses will be logged for tracking purposes. Information is kept confidential and will only be disclosed as needed to resolve the issue.

The LTI contact person designated to accept feedback is the HR Manager.  
See address and contact details below:

**Listowel Technology Inc.**  
 1700 Mitchell Rd S. Listowel ON N4W 3H4  
 Tel: 519-291-9900

Name: Deb Richardson email: Deb\_Richardson@moriroku-na.com

**5.8 Responsibility:**

Listowel Technology Inc. Human Resources Department is responsible for this policy which includes: review, updates, training and enforcement. HR Manager is the lead representative for this policy. All associates, visitors and contractors are expected to follow the policy.

**5.9 Review**

This policy will be reviewed at least annually for accuracy or as required when any legislative updates occur. It will coincide with LTI's multi-year Accessibility Plan monitoring activity.

**6.0 Record Retention:**

LTI will ensure that copies of this policy, including any obsolete revisions, are retained for a period of three years after the policy is no longer in effect per ESA.

**7.0 Reporting Requirement:**

LTI is required to submit an "Accessibility Compliance Report" every 3 yrs. It is a legal obligation under the AODA act. Purpose is to confirm adherence to accessibility standards. Report is filed through the Accessibility Compliance Reporting Portal.

[Accessibility Compliance Reporting Portal Home Page](#)

Status	Name	Title
Originated by:	<i>BT</i>	Human Resources Specialist
Reviewed by:	<i>RLP</i>	Quality Manager
Reviewed by:	<i>Richardson</i>	Human Resources Manager
Approved by:	<i>Mike</i>	Executive VP & Plant Manager

## Revision History Log

Revision Level	Revision Date	Changes
1	2-Mar-26	Initial formal procedure implementation with control #
2	26-Mar-26	3.0 & 5.2 – Add reference to LTI Policies (Human Rights, Return to Work) 7.0 – Add reporting requirement section