Multi-Year Accessibility Plan (2026–2029) for D&R Custom Steel

1. Statement of Organization Commitment

D&R Custom Steel is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario's accessibility laws.

D&R Custom Steel is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. D&R Custom Steel understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

2. Customer Service Standard

✓ ***Status: Fully Implemented & Ongoing Maintenance***

D&R Custom Steel is committed to excellence in serving and providing facilities to all customers, including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity.

- **Assistive Devices:** People with disabilities may use their personal assistive devices when accessing our facilities. In cases where an assistive device presents a significant and unavoidable health or safety concern, or may not be permitted for other reasons, alternative measures will be used to ensure access.
- **Service Animals:** We welcome people with disabilities and their service animals in areas of our premises open to the public and third parties. Where a service animal is excluded by law (such as specific heavy manufacturing shop floor areas under health and safety legislation), we will explain the reason for exclusion and explore alternative ways to provide access to our goods and services.
- **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. If required for health or safety reasons, D&R Custom Steel will consult with the person prior to requiring a support person and evaluate available evidence.
- **Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to facilities or services for customers with disabilities, D&R Custom Steel will promptly post notices

outlining the reason, anticipated duration, and alternative solutions on our website and physical notice boards.

3. Information and Communications Standard

✓ ***Status: Fully Implemented & Ongoing Maintenance***

D&R Custom Steel communicates with people with disabilities in ways that take into account their disability.

- **Feedback Process:** We maintain an accessible feedback mechanism. Feedback may be provided in person, by phone (905-831-6172), by email (info@drsteelfab.com), or by mail. We acknowledge feedback within 5 business days and arrange for accessible formats and communication supports upon request at no extra cost.
- **Accessible Formats & Communication Supports:** Public documents, policies, and public safety information are made available in accessible formats upon request. If information is determined to be unconvertible, we will provide an explanation and a summary of the content.
- **Website Accessibility:** We ensure our public website and web content continue to meet WCAG 2.0 Level AA requirements in accordance with Ontario's accessibility laws.

4. Employment Standard

✓ ***Status: Fully Implemented & Ongoing Maintenance***

D&R Custom Steel is committed to inclusive and accessible employment practices across all stages of the employment lifecycle.

- **Recruitment & Selection:** We notify applicants and the public that accommodations are available during recruitment, assessment, and selection processes.
- **Employee Supports & Notice:** Successful applicants and existing employees are notified of our policies for accommodating employees with disabilities as soon as practicable after hire or policy revision.
- **Documented Individual Accommodation Plans (IAPs):** We maintain a written process for developing individual accommodation plans for employees with disabilities, involving employee participation, individual assessments, privacy protection, regular reviews, and clear communication.
- **Return to Work Process:** We maintain a written return-to-work process for employees who have been absent due to a disability and require accommodation upon return.
- **Workplace Emergency Response Information:** We provide customized workplace emergency response information to employees with disabilities where required. Emergency information is reviewed when employees move locations, overall accommodation plans are reviewed, or general emergency policies change.

5. Accessibility Training Policy

✓ ***Status: Ongoing Mandatory Requirement***

D&R Custom Steel ensures that training is provided to all employees and individuals providing goods, services, or facilities on our behalf.

- **Scope of Training:** Includes the purposes of the AODA, requirements of the Customer Service Standards, aspects of the Ontario Human Rights Code relating to disability, interaction techniques, assistive devices, and handling access challenges.
- **Delivery & Records:** Training is provided as soon as practicable after hire and on an ongoing basis when policies change. We maintain detailed records of training dates and employee completions.

6. Design of Public Spaces Standard & Planned Facility Relocation

→ **Planned Action Items (2026–2029)**

D&R Custom Steel is planning a corporate relocation to a new, modern facility in Bowmanville, Ontario, with anticipated occupancy in Fall 2027. The design, construction, and outfitting of the new facility will fully incorporate all applicable requirements under the Ontario Building Code (OBC) and the AODA Design of Public Spaces Standards (IASR Part IV.1).

1. **New Facility Build & Design Compliance (Target: 2026–2027)**
    - **Exterior Paths & Parking:** Ensure exterior walkways, ramps, curb cuts, and visitor/employee parking spaces comply with AODA width, slope, tactile warning, and signage requirements.
    - **Service & Waiting Areas:** Design main entrance reception areas, customer service counters, and visitor waiting areas to meet AODA height, knee clearance, and accessible seating ratios.
    - **Restrooms & Interior Mobility:** Ensure barrier-free washrooms, power door operators, wide doorways, and clear floor spaces are integrated into administrative and common areas.

2. **Emergency Preparedness & Individual Accommodation Plans (Target: Summer/Fall 2027)**
    - **Individual Emergency Response Plans:** Prior to or immediately upon occupying the Bowmanville facility, review and update all individualized workplace emergency response plans. Ensure clear evacuation routes, designated assistance personnel, and rescue locations reflect the new building layout.

- **Employee Orientation:** Conduct site walkthroughs for employees requiring mobility, visual, or hearing accommodations to familiarize them with accessible exits, washrooms, and facilities.

3. **Public Notice & Disruption Management (Target: Transition Window 2027)**
   - Post advance public notices regarding the relocation timeline and any temporary disruptions to public or customer access on the company website and notice boards.
   - Ensure clear contact information is provided for visitors or vendors who require accessible accommodations during the transition period.

7. Review and Maintenance of this Plan

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years (or upon major operational changes such as our upcoming 2027 relocation). It is posted on our website and notice boards, and is made available in accessible formats upon request.

- **Last Updated:** November 2026
- **Next Review Required:** December 2029 (or upon completion of relocation)