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1. OVERVIEW

Lafarge Canada Inc., its subsidiaries and other entities managed by Lafarge Canada Inc. (collectively referred to as “Lafarge”) is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, visitors and any other individual who enter our premises or accesses our information.


2. REQUIREMENTS

2.01 Accessibility Policy & Commitment Statement

Lafarge 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 our organization’s compliance with Accessibility for Ontarians with Disabilities Act, 2005 (“**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.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Lafarge is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact the Accessibility Champion through Human Resources using the contact information in section 3 below.

This policy is posted on our website in an accessible format. Upon request, Lafarge will provide a copy of this document in an alternative accessible format.

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2.02 Multi-Year Accessibility Plan

Lafarge has developed and will maintain a Multi-Year Accessibility Plan (“Accessibility Plan”) that sets out Lafarge’s strategy for preventing and removing accessibility barriers from our workplaces. The plan will be reviewed and updated at least once every five years.

Please refer to the Accessibility Plan for details about how Lafarge will address the following:


Information and Communication Standard:

- 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
- Performance Management
- Career Development and Advancement
- Redeployment

The Transportation Standard, Design of Public Spaces and Built Environment Standard do not pertain to Lafarge at this time. Should this change in the future, Lafarge will ensure it meets the requirements of these standards.

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The Accessibility Plan is posted on Lafarge’s website in an accessible format. Upon request, Lafarge will provide a copy of the plan in an alternative accessible format.

2.03 Customer Service Standard

Lafarge is committed to excellence in servicing all customers including people with disabilities. Please refer to the Customer Service Policy for details about how Lafarge will deal with the following:

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


2.04 Training

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

Records of the training provided will be maintained and will include: (i) the dates on which training was provided and (ii) the details of individuals to whom training was provided.

2.05 Accommodation Policy and Plans

Lafarge will develop and maintain a written policy detailing with the process of accommodation related to disabilities and return to work after a period of absence due to a disability. This policy will also include the process for the development of individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided

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will also be included in individual accommodation plans. Additionally, the plans will include individualized workplace emergency response information (where required and in accordance with the Workplace Emergency Response Information Standard). Plans will also identify any other accommodation that is to be provided.

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Human Rights Code, 1990
- Multi-Year Accessibility Plan
- Customer Service Policy
- Accessibility for Ontarians with Disabilities Accommodation and Return-To-Work Policy

3. Questions about this Policy

The 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, we welcome their questions through any method below:

In person or by mail:

- *Lafarge Canada Inc., 6509 Airport Road, Mississauga, ON L4V 1S7*
- *By Telephone: 905-602-9205*
- *By email: Accessibility-ca@lafargeholcim.com*

Accessible formats of this document and the accessibility plan are available upon request using the contact information noted above.