



## ACCESSIBILITY PLAN – Accessible Canada Act

### EXECUTIVE SUMMARY

Lafarge Canada Inc., or one of its subsidiaries (hereinafter “Lafarge” or “Company”) is deeply committed to fostering a culture of inclusivity and accessibility. This commitment isn’t just a part of our company philosophy; it’s essential for our sustained growth and competitiveness as an employer. We are firmly dedicated to contributing to a Canada that is barrier-free for all individuals. To achieve this goal, we are constructing an accessibility framework designed to enhance the experiences of our employees and the public we serve with our services, products, and facilities.

We understand that creating an environment free from barriers is a process that requires time and ongoing effort. Lafarge is unwavering in its commitment to continuously identify, eliminate, and prevent barriers. To formalize our commitment, we have developed our initial accessibility plan (“Accessibility Plan”) in compliance with the *Accessible Canada Act* (“ACA”). This Accessibility Plan will serve as our guiding document, helping us fulfill our accessibility promises and cultivate a culture that embraces accessibility with confidence.

Recognizing and addressing the specific needs of individuals with disabilities is paramount in bridging any existing gaps. Therefore, the formulation of this Accessibility Plan will involve close consultation with our employees who identify as having disabilities through employee surveys, roundtable discussions, and one-on-one interviews. Additionally, we will seek input from external organizations that provide services to people with disabilities during the development of this Accessibility Plan.

The Accessibility Plan will be reviewed and updated at least once every 3 years.

A summary of initial opportunities will be identified based on the consultation conducted in June of 2024.

### ACCESSIBILITY STATEMENT

Lafarge is committed to the objectives of the ACA. Lafarge 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.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Lafarge is committed to working with internal and external parties to make accessibility for all a reality.

### GENERAL

Our dedication to promoting inclusivity and accessibility includes an interactive feedback system, allowing both employees and the general public to contribute their thoughts and suggestions. To offer feedback regarding accessibility, you can utilize any of the contact

options listed below. If you need assistance while giving feedback, please inform us, and we will make every effort to accommodate your requirements. Should you decide to share your contact details, rest assured that we are committed to promptly responding to your feedback, maintaining the format in which it was conveyed. Alternatively, you may also choose to provide feedback anonymously.

- **Contact: Glen King, Eastern Canada Head of Human**
- **In person or by mail:** Lafarge Canada Inc., 6509 Airport Road, Mississauga, ON L4V1S7
- **By Telephone:** 1-800-LAFARGE / 1-800-523-2743
- **By email:** [Accessibility-ca@lafarge.com](mailto:Accessibility-ca@lafarge.com)

## **CONSULTATION**

The active involvement of employees with disabilities and their allies played a central role in pinpointing accessibility obstacles within Lafarge, ultimately shaping the commitments outlined in this Accessibility Plan. Our unwavering dedication extends to continued consultation and cooperation.

Lafarge will initiate the process by distributing surveys and inviting participation of employees in virtual meetings. These sessions are aimed to enhance awareness and uncover accessibility barriers.

**Lafarge anticipates to address any/all barriers identified in the following focus areas:**

## **EMPLOYMENT**

The goal of the 'Employment' area under the ACA is to ensure access to employment opportunities and accessible workplaces.

Lafarge is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Currently, Lafarge takes the following steps to ensure it continues to remain accessible to all individuals

- Notifies employees and public about availability of accommodation(s) for applicants in the recruitment process.
- Notifies applicants who have been invited to participate in a recruitment, assessment or selection process that accommodation(s) are available.
- Notifies successful applicants of policies for accommodating employees with disabilities.

- Post on our website that accommodation(s) can be made available to those that request it.
- Informs all employees of all policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)
- Provides in an accessible format information needed to perform the job and information which is generally available to employees in the workplace.
- Trains hiring managers to ensure that accommodations are available throughout the interview process.
- Provides individualized emergency response information to employees with disabilities when necessary.
- Prepares for the specific needs employees with disabilities may have in emergency situations.

## **BUILT ENVIRONMENT**

The built environment comprises of human-made structures, features and facilities; it is the physical environments where people live and work. The goal of the 'Built Environment' area under the ACA is to ensure all people can move freely around buildings and public spaces.

Currently, Lafarge provides publicly available emergency procedures/plan or public safety information in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information. Elevators, ramps and doors equipped with electronic opening devices are a part of the corporate office environment.

## **INFORMATION AND COMMUNICATION TECHNOLOGIES**

The goal of the Information and Communication Technologies ("ICT") area of the ACA is to ensure the accessibility of digital content and technologies.

ICT includes hardware, software, applications and websites for both external and internal facing systems for clients and employees.

Lafarge is committed to meeting the communication needs of people with disabilities.

Currently, Lafarge maintains compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Lafarge will continue to take the following steps to ensure it continues to meet its obligations under the ACA:

- Work with our web development group to ensure ICT compliance requirements continue to be met.
- Conduct an assessment of the Lafarge's website and testing for accessibility.



## **COMMUNICATION, OTHER THAN ICT**

The goal of the Communications area of the ACA is to ensure barrier-free services for persons with disabilities. This priority area of the ACA recognizes that people give, receive and understand communication in different ways. An organization is expected to take these differences into account and provide its communications in various accessible formats for people who require them. Some examples of communication products include signs, wayfinding, documents, forms, bills and receipts that are not technologically based.

Currently, Lafarge ensures:

- the accessibility of key documents, internally and externally, for people who request them in an alternative format.
- that the information is provided in a timely manner, at no extra cost, and that the person making the request is consulted in order to determine the most appropriate format or support.
- all staff are trained in the availability of communications in accessible formats and to whom requests should be forwarded.
- that specific people (Human Resources, Marketing, Information Technology) are aware of the importance of responding to information requests.

## **PROCUREMENT OF GOODS, SERVICES AND FACILITIES**

The goal of the Procurement area of the ACA is to ensure the purchasing of goods, services and facilities is accessible.

## **DESIGN AND DELIVERY OF PROGRAMS AND SERVICES**

The goal of the Design and Delivery of Programs and Services area of the ACA is to ensure that the services provided are accessible to all. When designing and delivering Lafarge's internal and external programs and services, accessibility considerations must be part of the process right from the very start.

## **TRANSPORTATION**

Lafarge does not coordinate a transportation system, or a fleet of transportation vehicles as defined in the ACA and the applicable regulations. This means that standards for Transportation are not in the scope of this Accessibility Plan. However, Lafarge provides accommodations to employees traveling for business and training purposes. We are committed to reviewing our policies and communications related to travel and transportation, as needed, to ensure they are barrier-free.

## FEEDBACK MECHANISM

The primary method for monitoring barriers to accessibility and collecting input from employees and the public is through a feedback mechanism, which is a required component of the ACA.

Lafarge's feedback mechanism is a process for receiving and handling input on the Accessibility Plan and any accessibility barriers encountered when interacting with Lafarge. The feedback received will be used to refine Lafarge's commitments and activities to align with the needs of persons with disabilities and be reflected in the feedback section of future progress reports.

Lafarge currently takes the following steps to ensure existing feedback processes are accessible to people with disabilities:

- Encourages feedback about our accessibility, including customer service, website, and employment practices.
- Lafarge welcomes feedback in person, by telephone, in writing, or by email. Lafarge is open to any other kind of assistive technology, device or methodology, including the use of sign-language interpreters or text to voice/voice to text apps.
- Lafarge will cooperate with the person in finding a communication method that works with his or her restrictions.

You can expect to hear back from us in 10 business days.

Members of the public and customers may provide feedback to Lafarge via the methods provided below. If you need assistance while giving feedback, please inform us, and we will make every effort to accommodate your requirements. Should you decide to share your contact details, rest assured that we are committed to promptly responding to your feedback, maintaining the format in which it was conveyed. Alternatively, you may also choose to provide feedback anonymously.

**Contact:** Glen King, Eastern Canada, Head of Human Resources  
**In person or by mail:** 6509 Airport Road, Mississauga, Ontario. L4V 1S7  
**Phone:** 1-800-LAFARGE / [1-800-523-2743](tel:1-800-523-2743)  
**Email:** [Accessibility-ca@Lafargeholcim.com](mailto:Accessibility-ca@Lafargeholcim.com)  
**Website:** [www.Lafarge.ca](http://www.Lafarge.ca)

**Employee methods** of providing and receiving feedback where accessible formats can be offered include:

- Annual Performance Reviews

- Open Door 'Policy' for general feedback between a Manager and Employee
- Holcim Integrity Line 866-818-1239 code 77084

Accessible formats of this document are available upon request, please contact Human Resources using the contact information provided above.

## **CONCLUSION**

This Accessibility Plan is part of our ongoing efforts and commitment to the long-term goal of a barrier free Canada by 2040. Every Lafarge employee has a role in increasing accessibility awareness and contributing to an accessible by default workplace of inclusion and acceptance.

If you have a question about this Accessibility Plan, please contact Human Resources using the contact information provided above.