



Louisville Ladder Corp.
AODA - Accessibility Standards for Customer Service

AODA – Statement of Commitment to Accessibility

January 1st, 2021

Louisville Ladder Corp. is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use of our services in a way that respects the dignity and independence of persons with disabilities. This includes creating and fostering inclusive and positive attitudes that are considerate and accommodating of all individuals, including people with disabilities. We discourage attitudes that devalue and limit the potential of persons with disabilities.

As an organization, we respect and uphold the requirements set forth in the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, and the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

Louisville Ladder Corp. understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, hiring practices, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Louisville Ladder Corp. will make appropriate accommodations available throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process the candidate requires any form of accommodation, please inform our Human Resources staff of the nature of any accommodation(s) that you may require to ensure your equal participation

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with all necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact our Human Resources Department

Sincerely,

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Human Resources Manager, Canada

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Louisville Ladder Corp. is committed to becoming a barrier free environment, and will endeavor to do the following in accordance with provincial legal requirements:

1. Identify barriers,
2. Remove identified barriers,
3. Prevent barriers,
4. Increase awareness of accessibility initiatives at all levels of our organization,
5. Promote compliance policies and procedures with respect to accessibility to our staff, as well as to our customers and consumers, and
6. Provide appropriate training to our employees who deal with the public or other third parties on behalf of Louisville Ladder Corp., with a view to ensure greater awareness and responsiveness to the needs of those with disabilities.

A barrier is anything that prevents a person with a disability from fully taking part in society because of that disability.

Some barriers include:

- Physical barriers (e.g. a step at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength)
- Architectural barriers (e.g. A hallway or door that is too narrow for a wheelchair or scooter)
- Information or communication barriers (e.g. a publication that is not available in large print for people with visual impairment)
- Attitudinal barriers (e.g. ignoring a customer in a wheelchair; assuming people with a disability cannot perform a certain task when in fact they can)
- Technological barriers (e.g. a website that is not accessible for people who require the use of screen readers)
- Barriers created by policies or practices (e.g. Not allowing animals on the premises; excluding or removing individuals who require the use of service animals)

Existing Legislation

This Policy has taken into consideration our obligations under Canadian laws, including Ontario's *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. As legislation changes and develops, Louisville Ladder Corp. will review and amend its policies, practices and procedures, as necessary.

Communication and Feedback Process

Documentation that describes our accessibility commitments will be maintained on Louisville Ladder Corp.'s website and provided to individuals along with any other LLC policies which may be applicable upon request, in the appropriate format. Comments on the way in which Louisville Ladder Corp. provides goods and services to persons with disabilities are welcome and appreciated, and can be shared through our website, by email, by phone or via regular mail. Louisville Ladder Corp. will thoroughly review all customer and consumer feedback, investigate its relevance to our Customer and Consumer Service Policy and to our accessibility commitments, and take steps to rectify any gaps in our delivery of goods and services.

Questions Concerning This Policy

Any questions about this policy should be referred to the Human Resources Manager at Louisville Ladder Corp.