

TAKUMI STAMPING CANADA INC.

Accessibility Policy

Purpose

This policy sets forth the accessibility guidelines, standards, rules, and regulations for TAKUMI STAMPING CANADA INC. (TAKUMI). This policy has been drafted in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and informs how TAKUMI will identify, remove, and prevent barriers to increase accessibility for all people with disabilities, visible or invisible.

Scope

TAKUMI is committed to establishing and adapting this Accessibility Policy for people with disabilities to align with our organization's accessibility initiatives and Accessibility Plan, and to meet the requirements of the *AODA*, Regulation 191/11: Integrated Accessibility Standards (IASR), and the *Human Rights Code*.

This policy applies to all operations of TAKUMI that have contact with or may interact with members of the public or other third parties who are in receipt of TAKUMI's goods or services. This policy applies to all staff, new hire candidates, and volunteers.

Accessibility Statement

Accessibility is about striving for comprehensive, inclusive solutions that result in outcomes. TAKUMI is committed to actively reimagining accessibility by addressing barriers and pursuing innovative, equitable solutions that impact change within our organization.

Policy

All of our actions related to accessibility are guided by the principles of respect, equity, integration, and independence. TAKUMI is committed to ensuring equal and inclusive access to all of our services, information, and facilities.

This policy is guided by the following principles of access and inclusion:

- **Respect:** all people deserve to be treated with respect, courtesy, and dignity. We respect and value the unique qualities of all individuals.
- **Equity:** we strive to ensure people with disabilities are provided with equitable access, free from discrimination to our goods, services, facilities, and opportunities.
- **Integration:** whenever possible, we strive to ensure that accessible options are available in the same manner or location as other options.
- **Independence:** all people should have access to the autonomy of making their own choices and being responsible for themselves.

Training and Customer Service

TAKUMI maintains an ongoing commitment to providing our employees, including those who develop our organization's policies and those who may provide goods, services, or facilities on behalf of TAKUMI in Ontario, with the knowledge and tools needed to understand the vision of accessibility and inclusion within TAKUMI as well as the applicable *AODA* requirements.

All employees, volunteers, TAKUMI policy makers, and collaborative partners who provide goods, services, or facilities to TAKUMI are provided with the necessary *AODA* training to ensure everyone is equipped with the knowledge to carry out their duties in alignment with this policy. Some individuals will also be provided with specific or additional training based on the duties and responsibilities assigned to them. All new employees are required to complete *AODA* training as soon as practicable. All records of training (including the dates of when training took place and number of individuals) shall be maintained and kept up to date.

Our *AODA* training includes, but is not limited to the following topics:

- The *AODA* and the IASR, including requirements and policies related to the Customer Service Standards;
- The *Human Rights Code* as it pertains to people with disabilities;
- How to interact with and communicate with people with disabilities, including those who use equipment or assistive devices, or who may have a support person or service animal; and
- What to do if a person with a disability has difficulty accessing our goods, services, or facilities.

Assistive Devices, Support Persons, and Service Animals

TAKUMI welcomes employee, customers or members of the public who use a variety of different supports to access our goods, services, or facilities.

Individuals using equipment or assistive devices are welcomed within our organization. For access to specific locations, please consider contacting us in advance using the Feedback section of this policy.

We welcome those who use a service animal. Service animals include those that have completed special training to support a person with their disability, who have documentation confirming the need from a regulated health professional, and who are easily identified through visuals such as a service animal harness or vest. Guide dogs are considered to be a type of service animal.

We welcome those who are accompanied by a support person to assist them with tasks related to their disability. TAKUMI is committed to always directing communication to the person first, rather than their support person.

We are committed to being mindful and aware of any barriers within our environments which may be problematic for individuals using assistive devices, a support person, or a service animal.

Information and Communication

Within all of our communications at TAKUMI, we will strive to provide clear, concise materials which honour the principles of accessible communications, including plain language.

Accessible communication at TAKUMI means that when communicating with people with disabilities we will:

- Always take into consideration their disability and communication preferences;
- Clearly communicate that alternate formats are available upon request;
- Consult with the individual directly for any specific formatting requests;
- Provide the information in a timely manner, and
- If applicable, not charge people with disabilities any more than the regular cost charged to others.

Accessible communications include ensuring that information about TAKUMI and its services, including safety information and communication support options, are clearly available to our employee and the public.

Notice of Temporary Disruption

For both planned or unexpected disruptions to services or facilities which employees or customers with disabilities may rely on, TAKUMI will notify employee or customers as soon as possible. TAKUMI will post a notice of the disruption which will include the reason for disruption, anticipated duration of the disruption and any alternatives if available.

Employment

At TAKUMI we believe in the value of a diverse workforce and believe that our unique abilities as individuals is what makes us stronger as a team. At TAKUMI, accessible employment begins with our recruitment, hiring and onboarding processes.

We are committed to:

- Ensuring that job postings include our statement of inclusion;
- Informing applicants that accommodations can be made during the recruitment process;

- Consulting with applicants about their specific needs related to recruitment accommodations;
- Notifying successful applicants of our policies for accommodating employees with disabilities when making offers of employment;
- Maintaining documented procedures for developing individual accommodations plans;
- Notifying all of our employees of supports available to those with disabilities;
- Consulting with our employees directly, on the specifics of their accommodation needs;
- Ensuring that all information and communications needed to be successful in the role are provided to our employees in a format that meets the needs of their disability;
- Providing customized emergency plans for employees with disabilities who may need assistance or accommodations during an emergency;
- Updating customized emergency plans whenever employees move to a different location, during their general accommodations review, and whenever TAKUMI reviews general emergency response policies;
- Supporting employees who have been absent from work due to a disability with accommodations to return to work, and to maintain written procedures on how to do so; and
- Taking into account the accessibility needs of our employees during performance management, career development and redeployment processes.

Built Environment and Design of Public Spaces

At TAKUMI we are committed to the active identification, removal, and prevention of barriers within our built environments. We are committed to ongoing assessments, audits and upgrades to our current spaces and facilities, and where possible, we strive to go beyond minimum requirements.

From an *AODA* perspective, we ensure any newly developed or renovated space that is accessible to the public meets the applicable provisions as related to exterior paths of travel, accessible parking, service counters, and waiting areas.

Feedback

Feedback, including comments or considerations from those with lived experience, is highly valuable to TAKUMI. We welcome feedback on this policy or any other accessibility-related questions or concerns, including accessible customer service-related matters.

To provide feedback or to request a copy of this policy in an alternate format, including with communications supports, please use the following contact options. We strive to provide a response within seven business days.

Addressed to: Human Resources

Email: hrdept@tsi-cn.ca

Phone number: (519) 633-6070

Mailing address: 100 Dennis Road, St. Thomas, Ontario, N5P 0B6