

# Accessibility Policies and Multi-Year Accessibility Plan

## Lincoln Electric Company of Canada

### Accessibility Plan and Policies for Lincoln Electric Company of Canada

This 2014-21 accessibility plan outlines the policies and actions that **Lincoln Electric Company of Canada** will put in place to improve opportunities for people with disabilities.

#### Statement of Commitment

**Lincoln Electric Company of Canada** is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

#### Accessible Emergency Information

**Lincoln Electric Company of Canada** is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

#### Training

**Lincoln Electric Company of Canada** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. This will include awareness training and policy review during orientation.

**Lincoln Electric Company of Canada** will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Provide all required employees with Lincoln Electric's Accessibility Standards for Customer Service Policy
- Provide awareness training during orientation or whenever is required to ensure those individuals that would interact and oversee any customer visits at Lincoln Electric facilities



## Information and communications

**Lincoln Electric Company of Canada** is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

**Lincoln Electric Company of Canada** will take the following steps to make all **new** Canada based websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

- Inform and work with Lincoln Electric's Marketing teams to ensure this requirement is met when creating new websites

**Lincoln Electric Company of Canada** will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Ensure that there is awareness during any customer visits that Lincoln Electric welcomes any feedback with respect to accessibility and that our Customer Service Manager is the contact for this feedback

**Lincoln Electric Company of Canada** will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Post in each public entrance information related to AODA and Lincoln
- Ensure that either the Environmental Health and Safety Services Manager or the Director of Distribution & Logistics responds to requests within 48 hrs of receiving the request

**Lincoln Electric Company of Canada** will take the following steps to make all Canada based websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Inform and work with Marketing in both Mississauga and Cleveland to ensure awareness and compliance to this requireme, if applicable
- Performance an audit in 2015 and in 2019 to determine the status of content conformity
- Complete an audit in 2020 to ensure compliance has been met if required

## Employment

**Lincoln Electric Company of Canada** is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **Lincoln Electric Company of Canada** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- The Human Resource Manager will directly oversee any recruitment process and the hiring of any person with disabilities in accordance with company policies and practices related to compliance, code of conduct and accommodation.



**Lincoln Electric Company of Canada** will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- EH&S & HR will follow the established guideline for Early & Safe Return to Work Program (ESRTW Program)

We will ensure the accessibility needs of employees with disabilities needs are taken into account if **Lincoln Electric Company of Canada** is using performance management, career development and redeployment processes.

**Lincoln Electric Company of Canada** will take all the necessary steps to prevent and remove other accessibility barriers when identified.

### **Design of Public Spaces**

**Lincoln Electric Company of Canada** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

**Lincoln Electric Company of Canada** will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available (If applicable).

**For more information on this accessibility plan, please contact:**

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