



## **ACCESSIBILITY POLICY**

2026-01-16

REV. 1

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## Revision History

<i>Revision</i>	<i>Date</i> (YYYY-MM-DD)	<i>Change description</i>	<i>Created by</i>	<i>Approved by</i>
0	2023-12-23	Created a new policy as per the Accessibility for Ontarians with Disabilities Act (AODA)	J. Lacroix	M. Rocha
1	2025-12-23	Updated the policy by adding Section 6	J. Lacroix	M. Rocha

## 1. REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C 11
- Lopes' Multi Year Accessibility Plan
- Code on Conduct and Ethics Policy
- Workplace Harassment and Anti-Violence Policy

## 2. SCOPE

This policy applies to:

- All employees, contractors and volunteers of Lopes Limited

## 3. DEFINITIONS

**Barrier** means anything that prevents a person with a disability from fully participating in all aspects because of the disability. Barriers may include physical, architectural and attitudinal barriers as well as any information or communication barriers, technological barriers or a policy, procedure or practice.

**Disability** means any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device;

- A condition of mental impairment or a developmental disability;

- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder;
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

## 4. PURPOSE

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The purpose of this policy is to outline Lopes Limited's commitment to meeting the accessibility needs of persons with disabilities in accordance with the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and the **Ontario Human Rights Code**.

Lopes Limited is dedicated to ensuring equal access and participation for people with disabilities by identifying, removing, and preventing barriers in our workplace, services, and facilities.

## 5. POLICY

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Lopes Limited is committed to providing an inclusive environment that respects the dignity and independence of individuals with disabilities. We believe in integration and equal opportunity, and we are committed to meeting the accessibility needs of people with disabilities in a timely manner.

We will ensure that our policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity.

## 6. ACCESSIBILITY STANDARDS AND PRACTICES

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### 6.1 CUSTOMER SERVICE

Lopes Limited is committed to providing accessible customer service to all individuals, including people with disabilities. We will do this by:

- Communicating with people with disabilities in a way that considers their disability.

- Welcoming and supporting the use of service animals in the workplace. Employees and visitors who rely on service animals are permitted to be accompanied by their service animals on company premises, except in areas where the animal is excluded by law or where the presence of the animal may pose a safety risk (such as production floors, mechanical rooms, or other hazardous work areas). In such circumstances, reasonable alternative arrangements will be made to ensure the individual continues to have access to services, support, and employment opportunities.
- Allowing the use of support persons. Customers and employees who require a support person are welcome to be accompanied while accessing goods, services, or facilities, and appropriate accommodations will be provided.
- Providing information in accessible formats and with communication supports upon request, including by phone, email, or other agreed-upon methods.
- Training staff on accessible customer service, including how to interact with people with disabilities, use assistive devices, and respond to service animals and support persons.
- Ensuring that all feedback regarding accessibility in customer service is welcomed, reviewed, and acted upon, as outlined in our Feedback Process.

## 6.2 INFORMATION AND COMMUNICATIONS

We are committed to making company information and communications accessible by:

- Providing publicly available information and communications in accessible formats or with appropriate communication supports, upon request, in a timely manner and at no additional cost.
- Consulting with the individual making the request to determine the most suitable accessible format or communication support.
- Ensuring that our website and web content conform to the Web Content Accessibility Guidelines, as required under the Integrated Accessibility Standards Regulation (IASR).
- Ensuring that emergency and public safety information is made available in accessible formats or with appropriate communication supports, upon request.
- Incorporating accessibility considerations into the creation and delivery of internal and external communications.

- Providing training to relevant staff on accessible communication practices and how to support individuals with disabilities when providing information or communication services.
- Maintaining a process for receiving and responding to feedback about the accessibility of our information and communications and ensuring that feedback can be provided in accessible formats upon request.

### 6.3 EMPLOYMENT

Lopes Limited will provide equal employment opportunities by:

- Notifying job applicants that accommodations are available during recruitment, assessment, and selection processes.
- Providing accessible formats and communication supports for applicants and employees upon request.
- Consulting with employees who request accommodation to develop individualized accommodation plans that meet their needs.
- Providing accessible workplace information, including policies, procedures, and emergency response information.
- Ensuring that recruitment, hiring, performance management, and career development processes are inclusive and accessible.
- Developing and maintaining a documented return-to-work process for employees who have been absent due to a disability.
- Reviewing and updating accommodation policies and practices regularly to ensure they remain effective and inclusive.

### 6.4 PUBLIC SPACES

Lopes Limited will ensure our physical spaces are accessible by:

- Meeting accessibility requirements under the **Design of Public Spaces Standards**.
- Conducting regular accessibility audits of our facilities.
- Considering accessibility during renovations or new construction projects.

## 6.5 AVAILABILITY OF DOCUMENTS

This policy and related accessibility documents are publicly available and can be provided in an alternate format upon request (which may include the following large print document, text to voice and support personnel).

## 6.6 FEEDBACK PROCESS

We welcome feedback on how we provide accessible customer service. Customer feedback helps us identify barriers and improve our services.

We will ensure our feedback process is accessible to people with disabilities by providing or arranging accessible formats and communication supports, upon request. This includes, but is not limited to, providing alternative formats, assistive devices, or support from staff to facilitate the feedback process.

Customers who wish to provide feedback on the way we provide goods, services, or facilities to people with disabilities, or who would like more information on this Accessibility Plan, or accessible formats of the Accessibility Plan, may contact us in any of the following ways:

### **Lopes Limited**

84 Smelter Rd.,

Coniston, ON P0M 1M0

Phone: (705) 694-4713 extension 201

Email: [accessibility@lopes.ca](mailto:accessibility@lopes.ca)

All feedback will be reviewed, and where appropriate, we will take action to address concerns. Customers can expect to receive acknowledgment of their feedback and, if requested, a response outlining the steps taken or planned to address the concern.

## 7. TRAINING OF THE POLICY AND PROGRAM

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We will provide training to:

- All employees, managers, and anyone who deals with the public on behalf of Lopes Limited.

- New hires as part of their onboarding process.
- All staff when changes are made to this policy or other accessibility-related practices.

Training will cover:

- The requirements of the AODA and its standards.
- The Ontario Human Rights Code as it relates to persons with disabilities.
- Lopes' policies related to the customer service standard.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing our goods, services or facilities.

## 8. MONITORING AND EVALUATING THE POLICY

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Lopes Limited will review this policy regularly and update it as necessary to ensure ongoing compliance with the AODA and the Ontario Human Rights Code.

Accessibility standards have been created as part of the AODA. These standards are rules that Lopes is required to follow to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.