

Multi-Year Accessibility Plan Requirement

Message from the CEO

Our leadership goal is to ensure accessibility for our employees and the public we serve in our services, products, and facilities. In Blackline Aluminum, we believe disability is an important component of healthy diversity. Disabled workers are actually more dedicated and less likely to turn over than non-disabled workers.

Introduction

Blackline Aluminum delivers innovative, high-performance window wall systems to high-rise developers by combining experienced industry leaders, modern designs, and a state-of-the-art facility to create unmatched durability windows. The result is a product with every innovation available and a solution that can outperform and outlast any competing system available in the industry. We have about 100 employees and 3 production lines, Panel department, Glass department and Assembly department.

In Blackline Aluminum, we ensure all employees have fair and equitable access to services and have no problem to use machines and facilities in plants and in the office.

As we all know, in the modern world technology plays a critical role in all aspects. Our strategy in our multi year plan is to implement more innovative technologies to help our customers (employees and visitors).

Blackline Aluminum strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Blackline Aluminum is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan will be reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Past Achievements to Remove and Prevent Barriers

Last year our training module included accessibility for Ontarians with disability act information and this year we are improving the modules including information about customer service standards.

Blackline Aluminum has dedicated parking area for disabled employees/customers.

Blackline Aluminum trains new hires for AODA and also in on-boarding process new hires get trained about our AODA policies.

Customer Service

Blackline Aluminum will ensure that all employees and applicable third parties who interact with customers are provided with AODA Customer Service Standard Training. Training will also be required for those individuals who are involved in the development or implementation of customer service policies, practices, and procedures.

Blackline Aluminum will ensure that positive customer service and communication is provided to all persons with a disability by adhering to the following:

- Make all reasonable efforts to ensure that the provision of goods and services to persons with disabilities will be integrated into regular practice.
- Offer and provide alternative measures and/or formats, if necessary, when requested by an individual with a disability.
- Ensure that, to the extent possible, accessible goods and services are delivered in a timely manner.
- All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

Persons with disabilities may require the use of their own assistive devices to access services or goods. An assistive device is any device that is used, designed, made, or adapted to assist people in performing a particular task. Blackline Aluminum will take all reasonable measures to ensure goods and services are accessible to persons using assistive devices, including training employees in how best to assist a customer using an assistive device.

In the case the use of an assistive device poses a further challenge to the accessibility of goods and services or raises a potential safety concern, all reasonable efforts will be made to accommodate the individual, which may include using an alternative assistive device or providing the same service in a different manner.

Blackline Aluminum is committed to welcoming persons with disabilities who are accompanied by a service animal. We will ensure that all staff who deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The following terms apply to a person with a disability who is accompanied by a service animal:

- In the event a particular service animal is not allowed by law on or in a particular area of the premises, all reasonable efforts will be made to accommodate the individual, which may include an alternative form of assistance or providing the same service in a different manner.
- In the event of a valid health & safety issue, all reasonable efforts will be made to accommodate the individual, which may include an alternative form of assistance or providing the same service in a different manner.
- In the case of service dogs, the law allows them to accompany their owner to go where food is served, sold, or offered for sale. The law also states service dogs are not allowed in places where food is manufactured, prepared, processed, or handled.
- The owner is responsible for maintaining control of the animal at all times.

Blackline Aluminum is committed to welcoming persons with disabilities who are accompanied by a support person.

The following terms apply to a person with a disability who is accompanied by support person:

- Blackline Aluminum may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary due to health and safety concerns.

- Consent from the person with a disability is required when communicating confidential issues related to the person with a disability, in the presence of a support person.

Blackline Aluminum will publicly notify customers of temporary disruptions of services or facilities. If the disruption is planned the organization will publicly notify customers of the upcoming service disruption in advance of the start of the service disruption.

A notice of temporary disruption will include:

- When the disruption will happen if it is a case where it is planned.
- Steps to take to access alternative methods.
- A description of alternative facilities or services if they are available.
- The reason for the disruption; and
- How long the disruption will last.

The notice may be delivered to the public by the following methods:

- Posting at the main entrances and the source of the disruption.
- Via phone and email notification to regular customers or customers with scheduled appointments.
- The company's website.

A feedback process regarding the provision of goods and services to persons with disabilities will be established. The manner in which feedback may be provided will be in such a way that best suits the person with a disability.

Strategies and Actions

Blackline Aluminum will start to use high tech tools to help disabled customer commute easily inside the office and plants. For example, automated doors, touch less wave sensor button for entrance doors. In addition to that, will building a ramp for the office front door as well.

Information and Communications

Blackline Aluminum will post the multi year plan on the website for public. In addition to that, our AODA policy and multi year plan is in the shared drive which every employee has access to that and can be informed about new changes.

Procurement

Blackline Aluminum will purchase touch less wave sensor for the doors, assistive computer technology, screen reader software, Adapted keyboards, on screen keyboard, voice recognition.

Training

Blackline Aluminum is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

AODA training for new hires, Software and computer assistive training, keyboard with a different layout. Onboarding coaching session to explain existing facilities for disabled employees. Also, we always ask our employees before their hiring in interview process and also during their employment here at Blackline Aluminum if they would need any accommodation.

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

Last Name: Mirbabaee

First Name: Mahsa

Email: Mahsa@blacklinealuminum.com

Telephone Number: 905-237-9545