



Accessibility for Ontarians with Disabilities Act (AODA) Commitment to Accessibility

Scepter Canada Inc. (“Scepter”) is committed to providing a barrier-free environment to ensure full participation for our clients/customers, students, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises and access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, Transportation, and eventually, for the Built Environment. Our organization is responsible for ensuring a safe, dignified, and welcoming environment for everyone. Scepter will, where it is possible and reasonable to do so and does not cause undue hardship, alter existing policies or practices, adopt new policies or practices and make adjustments to the worksite. We are committed to ensuring our organization’s compliance with accessibility legislation by integration of accessibility legislation with our policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. We are committed to reviewing and incorporating the following information with our employees:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005
- Integrated Accessibility Standards for Information and Communications, Employment, and Transportation, Standards for the Built Environment (when applicable)
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Customer service standards
- Accessible communication supports and information formats (both digital and non-digital)
- Communicating with people with various forms of disabilities
- Accessible websites and web content; Assistive devices, mobility aids, service animals and support persons
- Transportation vehicles and equipment requirements
- Notices of service disruptions (temporary or long-term)
- Scepter’s relevant policies and procedures regarding accessibility
- Reporting procedures; Training procedures



Our goal is to ensure that the policy and related practices and procedures are consistent with four core principles Dignity, Equality of Opportunity; Integration and Independence.

To ensure access on-site at our Head Office, the Company has developed key policy statements with respect to Service Animals, Support Persons and Assistive Devices.

Service Animals

Any customer that requires a service animal will be allowed to have the service animal accompany him/her to any area within Scepter that are accessible to customers. Animals are considered service animals if:

- a. It is readily apparent that the animal is used by the person for reasons related to his or her disability; or
- b. The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

If the Company becomes aware that the presence of any service animal adversely affects the health of any employee, every effort will be made to ensure that both the health and safety rights of the employee and the accessibility rights of the customer are met. If no solution can be reached to meet both goals, the health and safety of the employee will take priority and the Company will find an alternate meeting place.

Support Persons

Any customer that requires a support person will be allowed to have the support person accompany him/her to any area within Scepter that are accessible to customers. Support persons are identified as such if:

- a. It is readily apparent that the person is providing assistive support to someone with a disability; or
- b. The person provides a letter from a physician or nurse confirming that the person requires the support person for reasons related to the disability.

If the customer is attending training or any other meeting that includes the company providing meals, we shall also provide for any support persons.



Assistive Devices

Customers with a disability are permitted, where possible, to use their own assistive device when on our premises. Examples of an assistive device include a walking cane or hearing aid.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first try to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Scepter realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, please contact Scepter's Human Resources Manager

Anyone who has a concern related to the AODA Policy or Programs may submit concerns in writing to Scepter's Human Resources Manager. Information given at any stage of the process will be kept strictly confidential, unless otherwise agreed to by the employee.

Scepter Canada Inc.



Terry Elliott
President