



**Accessibility Policy & Multi Year Accessibility Plan**  
***Accessibility for Ontarians with Disabilities Act, 2005 (AODA)***  
**Integrated Accessibility Standards**

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## 1. Purpose/Background Information

The *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") is provincial legislation that implements and enforces accessibility standards with the aim of achieving accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises.

Under the AODA, Ontario Regulation 191/11 Integrated Accessibility Standards (the "IAS") establishes accessibility standards specific to information and communications, employment, transportation, and the design of public spaces for public and private sector organizations that provide goods, services or facilities to the public or other third parties.

Large employers in Ontario, including Mettler-Toledo Inc., (hereafter "Mettler Toledo"), are required to prepare an Accessibility Policy and a Multi-Year Accessibility Plan to be in compliance with the AODA and the IAS.

This policy reflects Mettler Toledo's commitment under the AODA and IAS to persons with disabilities.

## 2. Application and Scope

This Policy is made pursuant to the requirements of the AODA and the IAS. It addresses how Mettler Toledo achieves its accessibility obligations. It provides the overall strategic direction that will be followed to meet the accessibility needs of persons with disabilities.

This Policy applies to all employees and volunteers; all persons who participate in developing Mettler Toledo's policies; and all other persons who provide access to goods, services or facilities on behalf of Mettler Toledo.

## 3. Definitions

- (a) **Accessible Formats:** May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- (b) **Communications:** The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- (c) **Communication Supports:** May include, but are not limited to, captioning, alternative and augmentative Communication Supports, plain language, sign language and other supports that facilitate effective communications.
- (d) **Disability:** Disability is defined as:
  - (i) any degree of physical disability, 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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
  - (ii) a condition of mental impairment or a developmental disability,

- (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - (iv) a mental disorder, or
  - (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- (e) **Web Content Accessibility Guidelines (WCAG):** World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0".

#### 4. Statement of Commitment

Mettler Toledo is committed to excellence in serving its customers, vendors, contractors and others who access its facilities, goods and services, including people with disabilities. Mettler Toledo is committed to providing access to our facilities, goods and services in a manner that is consistent with these values in order to ensure that people with disabilities may obtain, use or benefit from our goods and services equally.

Mettler Toledo is committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility in customer service, information and communication, employment, the built environment and transportation, where applicable. Mettler Toledo is committed to meeting the requirements of applicable legislation, including the *AODA*, the *IAS* and the *Human Rights Code*.

Mettler Toledo will make reasonable accommodation (except where such accommodation would cause undue hardship) to ensure candidates and employees with disabilities have equal opportunities in the workplace, including in recruitment, training, promotion opportunities, and access to work.

#### 5. General Provisions

##### (a) Multi-Year Accessibility Plan

Mettler Toledo will establish, implement, maintain and update a Multi-Year Accessibility Plan which outlines the organization's strategy to prevent and remove barriers and meet requirements under the *IAS*. The Multi-Year Plan will be reviewed and updated once every five years. Where appropriate Mettler Toledo will consult with any person with a disability on this process.

A copy of the Multi-Year Accessibility Plan is attached hereto as Schedule "A".

##### (b) Training

Mettler Toledo will ensure that training is provided as required by the *IAS*. The content of the training will include the requirements of the accessibility standards referred to in the *IAS* and the *Human Rights Code* as it pertains to persons with disabilities. The training provided shall be appropriate to the duties and needs of those being trained.

Training will be provided as soon as practicable, as well as on an ongoing basis if changes to this Policy occur. Mettler Toledo will keep records of the training, including the date on which

training is provided and the number of individuals to whom it is provided. Materials used in training will be provided in an Accessible Format upon request.

## **6. Customer Service**

Mettler Toledo is committed to excellence in serving all customers including people with disabilities.

### **(a) Assistive Devices**

We will ensure that our staff is trained on and familiar with various assistive devices that may be used by customers with disabilities while accessing our premises.

### **(b) Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **(c) Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **(d) Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **(e) Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, such as accessible washrooms and entrance doors, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This notice will be placed at the affected areas.

### **(f) Training for Staff**

Mettler Toledo will provide training to all employees and others who deal with the public or other third parties on their behalf. The elements of the training are outlined below.

Individuals in the following positions will be provided with enhanced training, appropriate to their role :

- Managerial and supervisory personnel;
- Sales staff and others who deal directly with members of the public, whether by phone or in person.

The training will be provided to staff within the first week of employment, or as soon as practicable following hiring.

Training will include:

- An overview of the Ontario *Human Rights Code* as it pertains to persons with disabilities.
- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- Mettler Toledo's plan related to the customer service standard.
- How to interact and communicate with people of various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use wheelchairs or other devices available on site that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Mettler Toledo's property.

Staff will also be trained when changes to the plan are made.

#### **(g) Feedback Process**

Mettler Toledo has processes in place for receiving and responding to feedback and will ensure that these processes are provided in Accessible Formats and with Communication Supports, upon request. Further information about feedback processes is found at the end of this Policy.

### **7. Information and Communications Standards**

Mettler Toledo is committed to meeting the communication needs of persons with disabilities in accordance with the IAS and will notify the public about the availability of Accessible Formats and Communication Supports as required.

Upon request, Mettler Toledo will provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a timely manner and at a cost that is not greater than the cost charged to other persons, if any.

#### **(a) Feedback**

Mettler Toledo has processes in place for receiving and responding to feedback and will ensure that these processes are provided in Accessible Formats and with Communication Supports, upon request. Further information about feedback processes is found at the end of this Policy.

#### **(b) Accessible Website and Web Content**

Mettler Toledo shall meet the requirements of AODA as it pertains to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) as required by the IAS, except where it is not practicable to do so taking into account the availability of commercial software or tools or both, or any other thing that may be permitted in accordance with the IAS or any amendment made thereto.

## **8. Employment Standards**

Mettler Toledo is committed to fair and accessible employment practices and policies. The IAS Employment Standards outline requirements for the reasonable accommodation of persons with disabilities in the employment context. The IAS Employment Standards apply to the employment relationship from recruitment to the conclusion of employment with Mettler Toledo.

### **(a) Recruitment**

Mettler Toledo shall notify employees and the public about the availability of reasonable accommodation for applicants with disabilities in its recruitment processes.

Specifically, Mettler Toledo shall:

- notify job applicants when they are individually selected to participate in an assessment or selection process that reasonable accommodations (including Accessible Formats and Communication Supports) are available upon request in relation to the materials or processes to be used;
- if a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a reasonable accommodation in a manner that takes into account the applicant's accessibility needs;
- notify successful applicants of the policies for accommodating employees with disabilities when making offers of employment.

### **(b) Informing Employees of Supports**

Mettler Toledo shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of workplace accommodations that take into account an employee's accessibility needs.

This information shall be provided to new employees as soon as practicable after they begin their employment and shall be updated for all employees whenever there is a change to the existing policies.

### **(c) Accessible Formats and Communication Supports for Employees**

Upon request by an employee with a disability, Mettler Toledo shall consult with the employee to provide or arrange for the provision of reasonable Accessible Formats and Communication Supports for:

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace.

### **(d) Workplace Emergency Response Information**

Mettler Toledo shall provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation. Mettler Toledo shall provide the information as soon as practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, Mettler Toledo shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

Mettler Toledo shall review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization,
- when overall accommodation needs or plans are reviewed, and
- when the employer reviews its general emergency response policies.

**(e) Documented Individual Accommodation Plans**

Mettler Toledo shall develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. The process shall include the following elements:

- the manner in which an employee requesting reasonable accommodation can participate in the development of the individual accommodation plan;
- the means by which the employee is assessed on an individual basis;
- the manner in which Mettler Toledo may request an evaluation by an outside medical or other expert, at Mettler Toledo's expense, to assist with determining if reasonable accommodation can be achieved and, if so, how to achieve reasonable accommodation;
- the steps taken to protect the privacy of the employee's personal information;
- the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- if an individual accommodation plan is denied, the manner in which the reasons for the denial are to be provided to the employee; and,
- the means of providing the accommodation plan in a format that takes into account the employee's accessibility needs;

Individual accommodation plans shall, if requested, include any information regarding Accessible Formats and Communication Supports provided; if requested, include individualized workplace emergency response information; and identify any other accommodation that is to be provided.

**(f) Return-to-Work Process**

Mettler Toledo shall have in place a documented return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. The process shall outline the steps Mettler Toledo will take to facilitate the return-to-work of employees absent due to disability and include documented individual accommodation plans.



**(g) Performance Management, Career Development and Advancement, Redeployment**

Mettler Toledo shall take into account the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement ; and
- Using redeployment.

**9. Transportation Standards**

Not applicable.

**10. Design of Public Spaces Standards (Accessibility Standards for the Built Environment)**

Although not currently applicable, Mettler Toledo is committed to designing public spaces that are free from barriers and are accessible to all persons we serve. Mettler Toledo will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped.

**Feedback and Questions?**

If you have any questions about this Policy, or our accessibility initiatives please let us know. Feedback on this Policy and the company's accessibility measures is welcomed by Mettler Toledo. Feedback can be provided through various means and in various forms.

If you have questions, concerns or comments about Mettler Toledo's Accessibility Policy and/or Accessibility Plan, please contact:

Name: Jamie Anderson

Tel: (819) 679-8719

Email: Jamie.anderson2@mt.com

All feedback received will be reviewed within a reasonable time period and Mettler Toledo will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with Mettler Toledo's complaints process.

**Copies**

Copies of this Policy and any associated procedures are available upon request and in various Accessible Formats.

**Reference**

*Accessibility for Ontarians with Disabilities Act, 2005*

Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005* (Integrated Accessibility Standards)

**Appendix "A"**

**Multi-Year Accessibility Plan**

Compliance Item	Status a/o December 31, 2017	To Be Updated
Individualized Workplace Emergency Response Information	<p>Reviewed plan May 4, 2021</p> <p>Reviewed plan October 6, 2023</p>	When an accommodation is requested and required.
Documented Individual Accommodation Plans	Mettler-Toledo has stated its commitment to providing individual accommodation plans.	When an accommodation is requested and required.
Training Employees	Ongoing commitment.	Training to be reviewed and refreshed, if necessary, on an annual basis. Refreshed training plan for 2024.
Accessible Website and Web Content	<p>Not currently applicable. The Mettler-Toledo website is controlled outside of Canada.</p> <p>We do not control the website, either directly or through a relationship that allows us to modify it. Further, it is not practicable, given that the website and web content is international (covering Asia, the Americas, Middle East &amp; Africa and Europe).</p>	
Filing Compliance Report	Ongoing, 3-year requirement.	<p>Completed on or before December 31, 2017</p> <p>Completed on June 8, 2021</p> <p>Completed on November 3, 2023</p>