

# Multi-Year Accessibility Plan Requirement

## Message from the President

At Blackline Aluminum, we are committed to fostering an inclusive and accessible environment for all employees, customers, and stakeholders. Accessibility is an essential pillar of our organizational values, and we firmly believe that supporting individuals with disabilities contributes to a thriving workplace. Studies have shown that employees with disabilities often demonstrate higher levels of dedication and loyalty. As such, we aim to ensure accessibility across all aspects of our services, products, and facilities, while investing in innovative technologies to remove barriers.

## Introduction

Blackline Aluminum is a leader in providing innovative, high-performance window wall systems to high-rise developers. With approximately 110 employees and four production lines—Panel, Glass, Assembly and Railing departments—we prioritize accessibility to ensure fair and equitable access for all. Whether it is within our office or our production facilities, we are committed to removing barriers and fostering an environment where everyone can succeed. Our Multi-Year Accessibility Plan aligns with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and demonstrates our dedication to creating an inclusive workplace and customer experience. The plan is reviewed and updated at least once every five years, reflecting our ongoing commitment to accessibility.

## Achievements to Date

Blackline Aluminum has made significant strides in promoting accessibility. Over the past year, we included AODA compliance training as part of our onboarding process, ensuring all new hires are educated about accessibility standards. We have improved our facilities by introducing accessible parking spaces for employees and customers, as well as implementing enhanced signage for easier navigation. Additionally, our customer service training emphasizes respectful and effective communication with individuals with disabilities.

## **Customer Service**

Blackline Aluminum is dedicated to delivering positive customer experiences for all individuals, including those with disabilities. Employees and applicable third parties who interact with customers are trained to comply with AODA Customer Service Standards. Services are delivered in a manner that respects the dignity and independence of individuals with disabilities, and alternate formats or methods are offered upon request. Assistive devices are supported, and employees are trained on how to assist customers using them.

For individuals accompanied by service animals or support persons, Blackline Aluminum ensures proper accommodations. Service animals are welcomed in areas where permitted by law, and the presence of support persons is facilitated when necessary, particularly in cases where health and safety considerations require it. If temporary disruptions occur in services or facilities, customers are notified promptly with details about alternative options and expected resolution times. Notifications are communicated through signage, phone, email, and website updates.

## **Future Actions**

Blackline Aluminum has a clear strategy for enhancing accessibility in the future. Facility improvements include the installation of automated doors, touchless wave sensor buttons, and a ramp at the office front entrance. High-tech tools such as screen readers, adapted keyboards, and voice recognition software will also be introduced to assist employees and customers with disabilities.

Our information and communications strategy ensures that the Multi-Year Accessibility Plan is available on the company website for public access. Internally, employees have access to the plan and AODA policies through the shared drive, keeping them informed about updates and changes. Procurement practices will prioritize accessibility tools and assistive technologies to enhance ease of use for everyone.

## **Training**

Training is a cornerstone of our accessibility efforts. All employees receive comprehensive education on AODA requirements and the Ontario Human Rights Code. During onboarding, coaching sessions provide new hires with detailed information about available accommodations and assistive resources. Regular discussions with employees during interviews and throughout their employment ensure that any accommodation needs are identified and addressed promptly.

## **Feedback Process**

We actively encourage feedback regarding accessibility at Blackline Aluminum. Employees, customers, and stakeholders can share their input via email, phone, or in person. All feedback is

reviewed, and appropriate actions are taken to address concerns. This ensures that our services and facilities continue to evolve to meet the needs of individuals with disabilities.

## **Contact Information**

For more information about this plan or accessibility at Blackline Aluminum, please contact:

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## **Commitment to Accessibility**

Blackline Aluminum is committed to going beyond compliance to create a truly inclusive and accessible environment. By implementing the initiatives outlined in this plan, we strive to empower employees, customers, and stakeholders to thrive in a barrier-free workplace and community.