

General Guidelines for Providing Services to Persons with Disabilities

ArcelorMittal Dofasco is committed to ensuring that all levels of management and staff plan, implement, and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities to barrier-free programs, services and opportunities.

Assistive Devices

Persons with disabilities have the right to use their own assistive devices at all times, to obtain, use or benefit from ArcelorMittal Dofasco's goods and services. It is the responsibility of persons with disabilities to ensure that their assistive devices are operated in a safe and controlled manner. It is the responsibility of our staff charged to oversee a person with disabilities to ensure their health and safety in accordance to our Health & Safety Program while on property, and to make necessary measures of accommodation where possible.

Communication

Whenever possible, staff will plan ahead when providing goods, services, programs and opportunities to ensure that technical devices, which assist communication, are fully operational and appropriate for the needs of the individuals or group with disabilities.

Service Animals

ArcelorMittal Dofasco welcomes and provides equitable access for persons with disabilities accompanied by a guide dog or service animal to all facilities. The person will be permitted to enter the facility with the service animal and will be permitted to keep the animal with her/him unless the animal is excluded by law from the premise, or concerns for their health and safety.

Support Persons for Persons with Disabilities

Support persons will be permitted access to all services, programs and opportunities while supporting a person with a disability.

Emergency Evacuation

As an employer we must keep our Employees, Customers & Visitors safe while on Company property, especially during an emergency. It is the responsibility of our staff charged to oversee persons with disabilities to ensure their health and safety in accordance to our Health & Safety Program, and to make necessary measures to assist with a safe exit during an emergency where possible.

Resident and Visitor Feedback and Complaints

Staff will make available to persons with disabilities a variety of methods for providing feedback, complaints and compliments. Contact the Main Office Reception / Security @ (905) 548-7200 ext. 2557, or e-mail Chris Anderson (Manager, Loss Prevention) chris.anderson@arcelormittal.com or Larry Laskowski (Security Chief) larry.laskowski@arcelormittal.com. For immediate on-site assistance please contact Main Office Reception / Security.