



Innophos Canada, Inc.
Accessibility Plan, Policies and Statement of Commitment (“Statement”)

Innophos is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

According to the Accessibility for Ontarians with Disabilities Act, 2005, “disability” means:

- 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 coordination, 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

This Statement outlines the policies and actions that Innophos has and/or will put in place to improve opportunities for people with disabilities. Innophos also has established policies and procedures that support this Statement and will continue to promote a barrier free and accommodating work environment with our commitment through this statement and our multi-year accessibility plan.

Accessible Emergency Information

Innophos has an internal Emergency Response Plan (ERP) that is not shared with the general public. Currently, Innophos only provides its ERP externally with Haldimand County, Haldimand County Fire Prevention Offices, and Local Fire Stations #7 & #9.

Innophos will provide employees with disabilities with individualized emergency response information when necessary. These individualized plans will be communicated to the employee and to the employees’ respective managers and safety personnel on an “as needed” basis.

On an ongoing basis, and as per the applicable terms of the Integrated Accessibility Standards (IASR), general workplace emergency response plans will be reviewed and will be assessed to ensure accessibility issues are addressed.

- Compliance Dates: January 1, 2012.

Training

Innophos provides and will continue to provide training to employees, volunteers (if applicable) and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Existing employees have been trained. New employees will receive the training during the orientation process. A record of the training provided, including the dates and to whom it was provided to, will be kept and maintained by Human Resources. Training will also be provided when there are any changes to the prescribed policies on an on-going basis.

- Compliance Dates: January 1, 2015.

Information and Communications

Innophos is committed to meeting the communication needs of the people with disabilities. We will adhere to IASR accessibility requirements to ensure that information and communications are accessible and, upon request, provided as soon as possible in formats that meet the needs of persons with disabilities.

We will ensure that publicly available information, if applicable, is made accessible upon request by exploring other assistive methods and consulting with the person making the request to determine suitable accessible format, and we will make sure the information is available in a timely manner.

- Compliance Dates: January 1, 2016.

Innophos does not have formal existing processes for receiving and responding to feedback in general, but will facilitate other formats to support communication to people with disabilities as applicable and if requested. Contact details (for the Plant Manager and Human Resources) are provided below for any questions or concerns. All feedback, including complaints, will be addressed promptly.

- Compliance Dates: January 1, 2012.

*Innophos Canada, Inc. does not have a local Canadian website (Innophos.com, covering Innophos Canada, Inc. and its U.S. affiliates, is a US-based website). If a person with a disability needs an accessible format or help to communicate with us, we will work with that person to support communication needs. If and when applicable, Innophos Canada will conform with compliance dates: WCAG 2.0 Level A, by January 1, 2014 for new internet websites; WCAG 2.0 Level AA, by January 1, 2021, for internet websites and web content that is controlled in Ontario (currently not applicable).

Employment

Innophos is committed to fair and accessible employment practices. We will take the following steps to notify the public and our staff that, when requested, Innophos will accommodate people with disabilities during the recruitment and assessment processes and when people will be hired.

- Ensure external manpower agencies comply with AODA requirements throughout their pre-screen and selection processes.
- Offer and provide suitable accommodations to interviewees as is necessary.
- Review and, as necessary, modify existing recruitment policies, procedures and processes, to ensure compliance with AODA requirements.

- Inform successful applicants of our policies for accommodating employees with disabilities in the orientation process.

Innophos has existing policies for accommodation plans and return-to-work policies to support employees that have been absent due to a disability. We will review current policies on job accommodation and make modifications as necessary. Individual needs and supports will be taken into consideration when planning and developing accommodation plans with respect to a disability. Any accommodation plan will be documented and made in consultation with the employee with the disability. Evaluation and assistance may be provided by an outside medical or other expert. Where the employee is part of a bargaining unit, union representation may also be included at the request of the employee.

Innophos will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when we utilize performance management, career development and redeployment process.

- Review and modify, as necessary, existing policies and procedures and practices to ensure compliance with the IASR.
- Ensure that the accessibility needs of employees with disabilities as well as individual accommodation plans are considered when using performance management tools.
- Ensure that accommodation needs of employees with disabilities are considered when transitioning into new positions / job roles, and career development planning.
- Ensure that suitable accommodations are provided to assist employees with disabilities to perform the required duties of the position to the best of their ability, to the point of undue hardship.

Innophos will perform periodic reviews of the physical facilities, personnel attitudes and legislative requirements to identify, prevent and remove other accessibility barriers. When determined necessary, appropriate training and corrective remedies will be provided.

- Compliance Dates: January 1, 2016.

Customer Service & Notice of Temporary Service Disruption

Innophos has developed a customer service plan for accessibility and will train appropriate staff in customer service principles.

The Port Maitland plant has restricted access (the plant is not open to the general public; only invited guests are permitted). In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Innophos will notify customers promptly, if deemed necessary. This 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.

- Compliance Dates: January 1, 2012

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

Where applicable, Innophos will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, as set out in the IASR.

- Compliance Dates: January 1, 2017.

For More Information

For more information on this Statement or related policies please contact:
Plant Manager at (905) 774-7476; or Human Resources at (905) 774-7476

***This document will be made available in other accessible formats in a reasonable timeframe, upon request.**