

Accessibility Policy

HRS-RCP-107 (Rev: A)



Overview

RAMPF Composite Solutions, Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Training

We are committed to training all staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate persons with disabilities.

- Training includes:
 - Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
 - Our policies related to the Customer Service Standards
 - How to interact and communicate with people with 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
 - What to do if a person with a disability is having difficulty in accessing our organizations goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our facilities. Due to significant and unavoidable health and safety concerns certain assisted devices may not be permitted in Production, such as the use of an oxygen tank or pacemaker.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include emailing, communicating with a client through the aid of a TTY operator or using a pen and paper versus speaking aloud.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

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- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a. an explanation as to why the information or communications are unconvertible; and
- b. a summary of the unconvertible information or communications.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility law

Service Animals

We welcome people with disabilities and their service animals. Service animals are permitted on the parts of our premises that are normally accessible to planned visitors, with the exception of the Production floor, as there are significant and unavoidable health and safety concerns present that may impact the health and wellbeing of a service animal due to their inability to adhere to personal protective equipment (PPE) requirements.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

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 that are normally accessible to planned visitors. If requested, a support person may attend meetings with the visitor, however the support person will not be permitted to direct or act for the visitor.

Notice of Temporary Disruption

This organization is not open to the public, therefore in the event of a planned or unexpected disruption to our facilities for our employees or planned visitors with disabilities, this organization will notify individuals promptly, by email or telephone and by internal postings.

Feedback process

RAMPF Composite Solutions welcomes feedback on how we provide accessible customer service. Feedback will help us identify barriers and respond to concerns. Feedback regarding accessibility can be provided in the following ways:

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1. By Mail: RAMPF Composite Solutions, Inc., 5295 John Lucas Drive, Unit 5, Burlington, ON, L7L 6A8
2. By Telephone: (905) 331-8042
3. By Email to: hr.burlington@rampf-group.com
4. In Person (by appointment) to: Larry Fitzgerald, CEO or Stephanie Aubie, HR Manager

All feedback will be directed to Human Resources, and will be responded to within three to five business days in the same format in which the feedback was received whenever reasonable possible, unless requested otherwise. Customers can expect a reply within two to five business days.

Rampf Composite Solutions, Inc. ensures our feedback process is accessible to people with disabilities by arranging for accessible formats and communication supports, on request.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We will consult with the applicants that are individually selected to participate in the selection process and provide or arrange for suitable accommodation upon request.

We will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

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

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.