

 THE BRIMICH GROUP	POLICY #: ECPM 3.12/REV1
Title: AODA (Accessibility for Ontarions with Disabilities Act) Policy Statement	Section: Legislative Requirements
Issue Date: October 14, 2020	Previous Issue Date: N/A
Originator: HR Manager	Approved: CEO

PURPOSE:

It is the goal of the Ontario government to make Ontario barrier-free by 2025. As we move closer to that date, BRIMICH Logistics (hereby known as BRIMICH) will become progressively more accessible and responsive to the needs of persons with disabilities.

SCOPE OF APPLICATION:

The standards outlined in this policy apply to all full – time/ part – time/casual, hourly and salaried BRIMICH employees.

POLICY:

The Accessibility for Ontarions with Disabilities Act (AODA) requires that every provider of goods or services make reasonable efforts to ensure its policies, practices and procedures are consistent with the following principles:

1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities;
2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or service;
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

To comply with the requirements of AODA and BRIMICH's commitment to exceptional customer service, BRIMICH will have the following in place:

- **AODA Policy**
 - Outline BRIMICH's commitment to upholding the values of AODA.
- **Communications**
 - Communicate the applicable policies to all of our employees.
 - Communicate with BRIMICH's customers with disabilities.

- **Service Animal / Guide Dogs**
 - Policy outlining allowing service animals into our branches.
- **Support Persons**
 - Policy outlining allowing the use of a support person, when required.
- **Temporary Disruption**
 - Inform customers of disruptions on BRIMICH's website or through other forms of communication.
- **Staff Training**
 - Provide training to all BRIMICH employees, volunteers or contractors who provide services to BRIMICH customers or the general public.
- **Feedback Process**
 - Provide the tools for customers to provide feedback on our product and services.

BRIMICH will evaluate all of our locations to determine our accessibility for our customers, contractors and employees who may have disabilities. Once the evaluation has been completed, a plan will be put in place to address any deficiencies.

Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with our employees