

Preamble

Vertex Precision Manufacturing Inc. (“the Company”) is committed to respecting and promoting the dignity and independence of persons with disabilities by ensuring excellence in serving all visitors, including persons with disabilities. In accordance with the *Ontarions with Disability Act 2005*, the Company has established the following policies, practices and procedures governing the provisions of its services to persons with disabilities.

Purpose

This policy establishes practices and procedures for the provision of goods and services to people with disabilities. The Company recognizes its obligations under the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* enforces the following policy to ensure that all customers, including those with disabilities, have access to goods and services the Company offers.

Scope

This policy applies to all areas of the Company that interact with and provide goods and services to the public.

Definitions

Disability – Means, as defined in Section 2 of the “AODA”:

- a) “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 co-ordination, 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,
- b) 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,
- c) a mental disorder, or
- d) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Service Animals – means, as defined in Section 4(9) of the Customer Service Standard:

“an animal is a service animal for a person with a disability:

- a) if it is readily apparent that the animal is used by the person for reason relating to his or her disability, or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – means, as defined in section 4(8) of the Customer Service Standard:

“a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with the communication, mobility, personal care or medical needs or with access to goods or services.

Company Commitment

The Company strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. The Company is also committed to giving people with disabilities the same opportunity to access its goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other visitors.

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Use of Service Animals and Support Persons

The Company is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties. We will accommodate the use of service animals by people with disabilities who are accessing the Company's services or goods unless the animal is otherwise excluded by law.

Where a person with a disability is accessing the Company's goods or services must be accompanied by a support person, we will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

Assistive Devices

We will accommodate the use of personal assistive devices needed to access our goods and services.

Accessibility Plan

The Company will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, The Company will provide a copy of the Accessibility Plan in an accessible format.

Providing Goods and Services to Visitors with Disabilities

The Company will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

1. Ensure all visitors receive the same all visitors receive the same quality of service;
2. Allowing all visitors with disabilities to do things in their own way, at their own pace when accessing the Company's goods and /or services as long as this does not present a safety risk;
3. Using alternative methods when possible to ensure that visitors with disabilities have access to the same services, in the same place and in a similar manner
4. Taking into account individual needs when providing goods and /or services; and
5. Communicating in a manner that takes into account a visitor's disability.

Information and Communication

The Company will communicate to visitors with disabilities in ways that take into account their disability. We will train our members who interact with the public how to interact and communicate effectively with people with various types of disabilities.

Accessible Formats and Communication Supports

Upon request, the Company will, or arrange to provide information in an accessible format and with communication supports, in a timely manner that takes into account a visitor's accessibility needs due to their disability.

The Company will consult with the visitor making the request in determining the suitability of an accessible format or communication support.

Accessible Websites and Web Content

The Company will ensure that its websites, including web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at a Level AA except where it is impractical.

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Notice of Temporary Disruption

The Company will provide visitors with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. All disruption notices will be posted at the reception desk.

Training for Employees

The Company will provide training to all employees, volunteers and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include:

- a) The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Standard;
- b) How to interact and communicate with people with various types of disabilities;
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- d) What to do if a person with a disability is having difficulty in accessing the Company's goods and services; and
- e) The Company's policies, practices and procedures relating to the Standard.

Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Those employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Employment Standards

Recruitment

The Company will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

The Company will notify job applicants selected to participate in an assessment or selection process that accommodations are available upon request relating to the materials or processes to be used.

If a selected job applicant requests accommodation, the Company will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs relating to their disability.

Notice to Successful Candidates

When making offers of employment, the Company will notify the successful applicant of its policies for accommodating associates with disabilities.

Workplace Emergency Response

The Company will provide individualized workplace emergency response information to members who have a disability and will provide this information as soon as practical after becoming aware of the need for accommodation.

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Documented Individual Accommodation Plans

The Company will maintain documented individual accommodation plans for members with disabilities. If requested, information regarding accessible formats and communication supports available will also be included in individual accommodation plans.

The plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return To Work Process:

The Company will follow its return to work policy in the return to work process for its members who have been absent from work due to a disability and who require disability- related accommodations to return to work.

This return to work process will not replace or override any other work process created by or under any other statute or legislation (ie. *The Workplace Safety Insurance Act, 1997*).

Feedback Process:

Visitors who wish to provide feedback on the way the Company provides goods and services to people with disabilities can provide feedback by contacting:

In Writing To Mailing Address:

Director, Human Resources
 Dellcom Aerospace Inc.
 301 Millway Ave,
 Concord, ON L4K 4T3
By Tel: 905-761-0808
By Fax: 905-761-0809
By Email: hr.dellcom@dellcom.ca
Website: <http://vertexprecision.com/dellcom/>

Where a response is requested, the Company will respond to customer feedback in a timely manner.

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