

Accessibility Policy

Intent

Angstrom Engineering is committed to providing a barrier free environment for everyone, including employees, customers, job applicants, suppliers, and any visitors who enter the premises, to access services and employment.

Angstrom Engineering will work to remove and prevent any barriers that may limit individuals with disabilities from employment, receipt of goods and services, the built environment, and information and communication through the implementation of accessibility standards.

This policy applies to all employees, volunteers, and anyone providing services on Angstrom Engineering's behalf. It covers all areas of operations where accessibility applies.

This policy meets the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and *Ontario Human Rights Code*.

Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats useable by individuals with disabilities.

Assistive device: A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities.

Communication support: Captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Conversion-ready: An electronic or digital format that facilitates conversion into an acceptable format.

Disability: As defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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;

- A condition of mental impairment or a developmental disability.
- A learning disability, or 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*.

Service animal: An animal that is trained to help people with disabilities maintain independence. There are two ways to tell whether an animal is a service animal:

1. It is visibly apparent through visual indicators such as a vest or harness that is being used by an individual with a disability for reasons relating to the person's disability.
2. The individual provides an identification card, or a letter from a healthcare practitioner confirming the individual requires the animal for reasons relating to the disability.

Support person: Another person who accompanies an individual with a disability to help with communication, mobility, personal care, medical needs, or access to goods and services.

Guidelines

Customer Service Standard

Angstrom Engineering 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.

Communication Supports

When communicating with a person who has identified a disability or an accommodation need, employees shall communicate in a manner that considers the person's disclosed disability or request. Employees must not make assumptions about a person's abilities or needs and should rely on the individual to describe the supports or accommodations required

The Use of Assistive Devices

Individuals with disabilities may use their own assistive devices as required when accessing goods or services provided by the company.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

Where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the individual.

Use of Service Animals and Support Persons

A person with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public and will keep the animal with their person unless otherwise excluded by law. “No pet” policies do not apply to guide dogs or service animals.

If a person with a disability is accompanied by a support person, they will both be allowed access to premises together and the person with a disability will not be prevented from having access to the support person while on the premises. There may be times where seating and availability prevent the individual and their support person from sitting beside each other. In these situations, the Company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the individual before any potentially confidential information is mentioned in front of their support person.

Exclusion Guidelines

If a service animal is excluded by law, Angstrom Engineering will offer alternative methods to enable the person with a disability to access goods and services, when possible. For example, the company might accommodate a person’s disability by securing the animal in a safe location and offering alternative assistance.

Care and Control of the Animal:

The individual requiring a service animal is responsible for always maintaining care and control of the animal.

Allergies and Other Health and Safety Concerns

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Angstrom Engineering will make all reasonable efforts to meet the needs of all individuals. Pursuant to the Company's obligations under the *Human Rights Code* and the *Occupational Health and Safety Act*, each individual's accommodation needs will be considered on a case-by-case basis, up to the point of undue hardship.

In very exceptional circumstances where a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises.

As a courtesy, particularly if the individual and service animal have been in attendance on the premises for a long time, staff may ask whether the animal requires water, may designate an area in which the service animal can relieve itself, or ask whether the staff can be of assistance pertaining to the service animal.

Notice of Disruption

In the event of a planned or unexpected disruption to facilities, services, or systems normally used by individuals with disabilities, Angstrom Engineering will provide notice of the disruption as soon as possible. The notice will include: the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that may be available. Notices will be posted in conspicuous and accessible locations and may also be communicated through the organization's website or other appropriate channels to ensure persons with disabilities can access the information.

Customer Feedback

Angstrom Engineering shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers by request. Feedback forms, along with alternate methods of providing feedback verbally or written, will be available upon request.

Building Accessibility

Angstrom Engineering will work to ensure that the built environment, including building interior and exterior, are designed to facilitate barrier-free access to goods or services

for all individuals with disabilities. If areas of the built environment are not accessible for certain individuals with disabilities, the company will work with the individual to provide an alternate means of access.

Employment

Angstrom Engineering will make every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support individuals with disabilities with accommodations during the recruitment and selection stages, and throughout the employment life cycle.

Recruitment and Hiring

Angstrom Engineering understands that improving workplace accessibility and ensuring accessible recruitment and selection process for applicants with disabilities can expand the pool of talented candidates. Upon request, the company will provide candidates with reasonable accommodation during the interview and selection process. Where accommodation is requested, the company will consult with the applicant to arrange suitable accommodation, such as providing the application in an alternate or accessible format.

The Company interview process will focus on experience and skills and will not discriminate against candidates who have a disability or require an accommodation. Angstrom Engineering is committed to hiring decisions that are unbiased and based on qualifications and experience. Successful candidates will be made aware of policies and support for accommodations upon completion of the recruitment process.

Communication

Angstrom Engineering will provide or arrange for accessible formats and communication support for employees, upon request. The Company will consult with the employee to determine the specific barrier and the best way to provide support. Such accessible formats and communication supports are conversion-ready and will be provided in a timely manner and at no additional cost to employees.

When communicating with or providing information to an employee who requires accommodation or assistance due to a disability, the Company will ensure that all communication with the individual is completed in a manner that considers the

individual's disability. Where an assistive device is used, the Company will reasonably accommodate the use of the device.

Emergency Response

If necessary or if requested, Angstrom Engineering will create individualized workplace emergency response plans for employees with disabilities. The emergency response plan will consider the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee. If an employee with a disability requires assistance from a support person during an emergency, the Company will designate a fellow employee to act as such.

Customized emergency response plans will be reviewed when:

- The employee moves to a different physical location in the organization.
- The employee's overall accommodation needs, or plans are reviewed; or
- The Company reviews general emergency response policies.

Individual Accommodation Plans

The duty to accommodate is required of all employers, in all jurisdictions in Canada, and encompasses providing respect and dignity, individualized accommodation, integration and participation, and barrier-free designs. Angstrom Engineering will provide individual accommodations to support the needs of employees with disabilities. Personalized accommodation plans will be designed to allow employees to contribute and participate in job-related functions and activities to the best of their abilities. The process of accommodating individuals will take a consultative approach and is a shared obligation of the Company, the employee, and any applicable professionals required to assist the employee throughout the process.

Angstrom Engineering will provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would create a health and safety hazard or cause unreasonable costs for the Company.

Where necessary accommodation is found to cause undue hardship for the Company, the Company will work to find a fair and equitable compromise that meets the needs of the employee and the Company to the greatest extent possible.

Performance Management and Development

Angstrom Engineering recognizes that skills development and career planning can enrich the employment experience, increase engagement, and reduce turnover for individuals with disabilities. The Company will align training and development programs to meet the needs of employees with disabilities and provide training as soon as reasonably practicable upon the person being assigned to applicable duties. Training programs will be designed with flexibility to allow customization for the individual requirements of the employee, such as providing training materials in accessible or conversion-ready formats that considers the need of the employee. The Company will consider employee barriers when implementing performance management processes, or when offering career development, employment support, or advancement opportunities.

Accessible Information & Communication

Angstrom Engineering will provide or arrange for accessible formats and communication supports for customers, upon request. The Company will consult with the customer to determine the specific barrier and the best way to provide support. Such accessible formats and communication supports are conversion-ready and will be provided in a timely manner and at no additional cost to employees.

When communicating with or providing information to a customer who requires accommodation or assistance due to a disability, the Company will ensure that all communication with the individual is completed in a manner that considers the individual's disability. Where an assistive device is used, the Company will reasonably accommodate the use of the device.

Employees of Angstrom Engineering are informed about accessibility obligations through our Accessibility Policy which is maintained and updated in ADP Workforce Now. When the policy is updated, employees receive email notifications to review and acknowledge new policy changes.

Angstrom Engineering is committed to making public information accessible to all individuals.

Training

We are committed to training all staff and volunteers in accessible customer service, Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to 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 Accessibility and 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
- How to use equipment or devices available on-site or otherwise that may help with providing services or facilities to people with disabilities

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.

Administration

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.