

Accessibility Policy:

Policy Prepared: December 1, 2023

Policy Updated: December 1, 2023

Purpose

SD Avionics is committed to creating an inclusive and accessible workplace. We recognize the diversity of our employees and stakeholders and are dedicated to providing equal opportunities to all. This policy outlines our commitment to meeting the requirements of the *Accessibility for Ontarians with Disability Act, 2005 (AODA)*.

Application

This policy applies to all employees, contractors, and agents of SD Avionics. It also extends to the delivery of goods and services to customers.

Training

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

In addition, we will train:

- All persons who participate in developing the organization's policies; and
- All other persons who provide goods, services or facilities on behalf of the organization.

Training of our employees on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of 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.
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
 - Computers
 - Phones
 - Printer/scanner
 - Other job specific equipment or devices
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

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

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

We maintain records of the training provided, including the dates on which 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 goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Email
- Phone call
- In-person
- Other means as necessary

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are from time to time open to the public and third parties.

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.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded; and
- discuss with the customer another way of providing goods, services or facilities.

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.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability; and
- others on the premises.

Before making a decision, the organization will:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence; and
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for individuals with disabilities, this organization will notify individuals promptly. This clearly posted 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.

The notice will be made publicly available in the following ways:

- By email
- By printed message posted in the workplace
- By any other means requested to accommodate people with disabilities

Feedback Process

SD Avionics welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Verbally
- Email
- Phone
- By any other means requested to accommodate people with disabilities

All feedback, including complaints, will be handled in the following manner:

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

- Review by HR
- Feedback will be provided to the General Manager
- Investigation (if applicable)
- Resolution plan
- Follow up

Notice of Availability of Documents

SD Avionics notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following locations:

- Main area
- Health and Safety Board

SD Avionics will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback, and the process is accessible to persons with disabilities upon request.

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:

- in a timely manner, taking into account the person's accessibility needs due to disability; and
- 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:

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

Employment

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

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that support is available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing

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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:

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

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.

Questions

For any questions about this policy, please contact Human Resources at hr@satcomdirect.com