

Accessibility Policies

The Annual Accessibility Plan is developed in accordance with the Ontarians with Disability Act of 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act of 2005 (AODA) to highlight the identification, removal, and prevention of barriers to persons with disabilities.

Ontarians with disabilities experience many kinds of restrictions including barriers to customer service, information and communication, physical environment, and employment.

Precision Concepts Canada Corporation is committed to taking the necessary steps to increase its accessibility for persons with disabilities. Precision Concepts Canada Corporation will continue to identify, remove, and prevent barriers for persons with disabilities. Precision Concepts Canada Corporation is committed to being fully accessible to persons with disabilities, in accordance with the AODA, by 2025.

Statement of commitment

Precision Concepts Canada Corporation 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.

Precision Concepts Canada Corporation is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Precision Concepts Canada Corporation understands that obligations under the Accessibility for Ontarians with Disabilities Act of 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

AODA Customer Service Training

We are committed to training all staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

This training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard,
- Our policies related to the Customer Service Standard and other Accessibility Standards,
- How to interact and communicate with persons with various types of disabilities,
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person,
- What to do if a person with a disability is having difficulty accessing our organization's goods, services, or facilities.

Training shall take place within the first weeks of employment as part of the Health & Safety Orientation and upon any changes to the policies. When completed, Precision Concepts Canada Corporation shall keep a record of the training provided including the dates on which accessibility training took place.

Information and Communications

Precision Concepts Canada Corporation is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services, and facilities, as well as publicly available emergency information.

Precision Concepts Canada Corporation will consult with people with disabilities to determine their information and communication needs.

If Precision Concepts Canada Corporation determines the information or communication is unconvertible, they will provide the requestor with:

- An explanation as to why the information or communication are unconvertible and
- A summary of the unconvertible information or communication.

When communicating with a person with a disability, Precision Concepts Canada Corporation employees, volunteers, and third-party contractors shall do so in a manner that takes into account the person's disability and maintains their dignity and respect.

When communicating with a person with a disability, it will be done in a timely manner.

Feedback Process

Precision Concepts Canada Corporation welcomes feedback on how we provide accessible service. We will ensure this process is accessible to persons with disabilities, upon request. Feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Phone call to Precision Concepts Canada Corporation
- E-mail or Text message to Human Resources at Precision Concepts Canada Corporation – Corona Division

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

- Human Resources will review the feedback.
- Feedback will be directed to the General Manager.

People can expect to hear back with 7 days

Assistive Devices, Service Animals & Support Persons

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities, providing it is safe to do so. 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.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. They cannot have access to the manufacturing or warehouse facilities due to food safety concerns.

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.

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
- discuss with the individual another way of providing goods, services, or facilities

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Accessible Websites and Web Content

Internet websites and web content controlled directly by Precision Concepts Canada Corporation or through a contractual relationship that allows for modification of the product shall conform to the Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA website requirements in accordance with Ontario's accessibility laws. Currently no Canadian Websites available.

Employment

Precision Concepts Canada Corporation will notify the public, job applicants and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. We will consult with job applicants and provide or arrange for suitable accommodations as well as accessible format or communication supports that takes into account, the accessibility needs due to a disability.

If needed, we will provide customized workplace 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.

We will review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization,
- when the employee's overall accommodations needs or plans are reviewed and
- when the Health and Safety committee reviews the emergency response policies.

If using performance management, career development and redeployment processes, Precision Concepts Canada Corporation will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces

Precision Concepts Canada Corporation will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Public spaces include:

- Accessible off-street parking
- Service-related elements like service counters, and waiting areas

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, Precision Concepts Canada Corporation will post a notice which will include information about the reasons for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

Modifications to this or other policies

Any of Precision Concepts Canada Corporation policies that do not respect and promote the dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

Accessible formats of this document are available upon request.