

## Policy Statement

RBR is committed to ensuring equal access and participation for people with disabilities, and 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 by meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws. RBR is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. RBR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 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. This policy applies to all employees of RBR in accordance with the provisions of the *Accessibility for Ontarians with Disabilities Act (AODA)* and should be read in conjunction with RBR's Multi-Year Accessibility Plan.

RBR's Accessibility Policy is guided by the principles of dignity, independence, integration and equal opportunity for people with disabilities

### DEFINITIONS

<b>Dignity</b>	Dignity means providing services so that persons with disabilities maintain their self-respect and the respect of other people.
<b>Independence</b>	Independence means ensuring people have the autonomy to do things on their own without unnecessary help or interference from others.
<b>Integration</b>	Integration means providing service in a way that allows the person with a disability to benefit from the same services, in the same place and in the same or similar way as others.
<b>Equal Opportunity</b>	Equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity as others to benefit from the way the organization provides goods or services.

## Training

We are committed to training employees on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

RBR will train those involved in developing the organization's policies and anyone who provides goods or services on behalf of RBR. We will train all employees on accessibility related to their specific roles.

Training will be tracked for record-keeping purposes and will include:

- The purpose of the [Accessibility for Ontarians with Disabilities Act](#)
- An overview of the requirements of [the Customer Service Standard](#)
- Our Accessibility Policy

- How to interact with people with various types of disabilities
- How to interact with people who use an assistive device or require the assistance of a service animal or support person
- Information on available communication supports
- What to do if a person with a disability is having difficulty accessing our resources

Training will be provided to every employee as soon as practicable after being hired and communicate to employees when any updates or changes are made to our policies. We maintain records of the training provided.

## Information and Communications Standard

RBR communicates with people with disabilities in ways that take into account their disabilities. When requested, we will provide information about our organization and its services in accessible formats or by providing communication supports, in a timely manner, taking into account the person's accessibility needs due to a disability.

We will consult with the person making the request to determine the suitability of an accessible format or communication support. If we determine that the information or communications are unconvertible, RBR shall provide the requestor with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information of communications.

## Employment

We will notify employees, potential hires and the public that accommodations can be made during the recruitment and hiring processes. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development, and internal transfer and promotion processes will take into account the accessibility needs of all employees. Upon request by an employee with a disability, RBR will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

## Use of Service Animals and Support Persons

We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. When we cannot easily identify an animal that is a service animal, an employee may ask for documentation (template, letter or form) from a registered 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 vest, or when it helps the person perform certain tasks.

We also welcome people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter RBR's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises. Fees will not be charged to anyone to enter RBR's premises.

## Use of Assistive Devices

We acknowledge that people with disabilities may depend on personal assistive devices to access 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.

## Notice of Temporary Disruption

RBR will provide customers and employees 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, the anticipated duration, and a description of alternative facilities or services, if available.

## Feedback Process

RBR welcomes feedback on how we provide accessible customer service, as it may help identify barriers and encourage continuous improvement. Feedback can be submitted in any form (i.e., in person, by telephone, in writing, or electronic format including email) and all such feedback will be logged for reporting purposes. Employees and members of the public can provide feedback at the front desk or by contacting [hr@rbr-global.com](mailto:hr@rbr-global.com). Information about the feedback process will be readily available to the public and notice of the process will be provided. Should information or communications be required in alternate formats due to a disability, a suitable accessible format will be determined in consultation with the person with a disability upon request.

## Multi-Year Accessibility Plan

To achieve our goals, RBR has developed a multi-year Accessibility Plan which documents our strategy and commitment to meet the applicable standards of the Integrated Accessibility Standards Regulation (IASR).

The Accessibility Plan was developed to identify barriers that prevent a person with a disability from fully participating in aspects of society because of their disability (such as attitudinal, information or communication, technology, organizational and physical) within the stated goals of the IASR, and documents measures and timelines associated with RBR's progress against these objectives.

The Accessibility Plan will be reviewed on an annual basis and updated at least once every five years.

RBR is committed to providing accommodation to persons with disabilities to the extent possible where appropriate. Should you require communication support or the delivery of information in an alternate format due to a disability, please advise HR. 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.

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