Accessibility policy

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 respects their dignity and independence.

We believe in integration and equal opportunity, and we are committed to meeting the needs of people with disabilities in a timely manner. We do this by preventing and removing barriers to accessibility and meeting our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario's accessibility laws.

RBR is also committed to meeting its current and ongoing obligations under the Ontario Human Rights Code relating to non-discrimination. The AODA and its accessibility standards do not replace or limit RBR's obligations under the Human Rights Code or any other law relating to people with disabilities.

This policy applies to all RBR employees and should be read alongside RBR's Multi-Year Accessibility Plan.

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

Definitions

Dignity
Providing services in a way that allows people with disabilities to maintain their self-respect and the respect of others.

Independence
Ensuring people have the autonomy to do things on their own without unnecessary help or interference from others.

Integration
Providing services in a way that allows a person with a disability to benefit from the same services, in the same place, and in the same or a similar way as others.

Equal opportunity
Providing people with disabilities with the same chances, options, benefits, and opportunities as others. For services, this means people with disabilities have the same opportunity to benefit from the way RBR provides goods or services.

Training

RBR provides training on Ontario's accessibility laws and the parts of the Ontario Human Rights Code that relate to people with disabilities.

This training is provided to employees, volunteers, people involved in developing RBR's policies, and anyone who provides goods, services, or facilities on behalf of RBR, and is appropriate to the person's duties.

New employees receive this training as soon as practicable after they're hired, and again whenever RBR's accessibility policies change. RBR maintains records of accessibility training.

Information and communications

RBR communicates with people with disabilities in ways that take their accessibility needs into account.

When requested, we provide information about RBR and our services in accessible formats or with communication supports, in a timely manner and at no additional cost. We consult with the person making the request to determine what format or communication support would work best for them.

If requested information or communications cannot be converted into an accessible format, RBR will explain why and provide a summary of the information or communication.

Employment

RBR is committed to accessible employment practices throughout the employee experience.

Recruitment

RBR lets employees, applicants, and the public know that accommodation is available throughout the recruitment and hiring process.

When an applicant is selected to participate in an assessment or selection process, RBR advises them that accommodation is available upon request and consults with applicants who require accommodation.

When making an offer of employment, RBR notifies successful applicants about our policies for accommodating employees with disabilities.

Supporting employees

RBR informs employees about our policies supporting employees with disabilities, including policies relating to job accommodations.

New employees receive this information as soon as practicable after they begin employment. RBR also provides updated information whenever our accommodation policies change.

Accessible formats and communication supports

Upon request from an employee with a disability, RBR consults with the employee and provides or arranges for accessible formats and communication supports for information needed to perform their job and information generally available to employees.

Individualized workplace emergency response information

RBR provides individualized workplace emergency response information to employees whose disability requires it. With the employee's consent, RBR shares this information with anyone designated to assist them.

This information is reviewed when:

- The employee moves to a different location within RBR
- The employee's overall accommodation needs or plans are reviewed
- RBR reviews its general emergency response policies

Individual accommodation plans

RBR has a written process for developing documented individual accommodation plans for employees with disabilities.

The process includes:

- How an employee requesting accommodation can participate in developing their accommodation plan
- How the employee's needs are assessed on an individual basis
- How RBR may request an evaluation by an outside medical or other expert, at RBR's expense, to help determine whether accommodation can be achieved and, if so, how
- Steps to protect the privacy of the employee's personal information
- How and when the accommodation plan will be reviewed and updated
- How RBR will communicate the reasons if an accommodation plan is denied
- How the accommodation plan will be provided in a format that takes the employee's accessibility needs into account

Individual accommodation plans will include information about accessible formats and communication supports where requested, individualized workplace emergency response information where required, and any other accommodation being provided.

Return to work

RBR has a documented return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation to return to work.

The process outlines the steps RBR will take to support the employee's return to work and incorporates the employee's documented individual accommodation plan where applicable. This process does not replace or override any other return-to-work process required under applicable legislation.

Performance management, career development, and advancement

RBR takes the accessibility needs of employees with disabilities and their individual accommodation plans into account when:

- Managing employee performance
- Providing career development and advancement opportunities
- Redeploying employees

Service animals and support persons

RBR welcomes people with disabilities who are accompanied by a service animal in the parts of our premises that are open to the public and other third parties. Where it is not readily apparent that an animal is a service animal, RBR may ask for documentation from a regulated health professional confirming that the person requires the animal for reasons relating to their disability.

RBR also welcomes people with disabilities who are accompanied by a support person. A person with a disability who is accompanied by a support person will be allowed to enter RBR's premises with their support person, and at no time will they be prevented from accessing that support person while on our premises. RBR does not charge a fee for a support person to enter our premises.

Assistive devices

RBR recognises that people with disabilities may use personal assistive devices to access our goods, services, or facilities.

If an assistive device presents a significant and unavoidable health or safety concern, or cannot be permitted for another reason, RBR will take other reasonable measures to ensure the person with a disability can access our goods, services, or facilities.

Notice of temporary disruption

RBR will provide notice when there is a planned or unexpected disruption to facilities or services that people with disabilities normally use.

Where applicable, the notice will include:

- The reason for the disruption
- How long the disruption is expected to last
- Alternative facilities or services that may be available

Feedback process

RBR welcomes feedback about how we provide accessible customer service — it helps us identify barriers and improve how we support people with disabilities.

Feedback can be provided in person, by telephone, in writing, or electronically, including by email. Employees and members of the public can provide feedback at the front desk or by contacting hr@rbr-global.com. Information about the feedback process is available to the public, and if it's requested in an accessible format, RBR will consult with the person making the request to determine a suitable format.

Multi-Year Accessibility Plan

RBR has developed a Multi-Year Accessibility Plan that outlines our strategy for preventing and removing barriers and meeting the applicable requirements of the Integrated Accessibility Standards Regulation. The plan is reviewed annually and formally updated at least once every five years.

Accessible formats

This policy is publicly available, and accessible formats are available upon request - please contact RBR's HR team at hr@rbr-global.com. RBR will consult with the person making the request to determine the suitability of the accessible format or communication support.

RBR is committed to reviewing this policy and making changes where needed to ensure it continues to support the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

Document information

Policy owner: Human Resources

Last reviewed: October 2026

Next scheduled review: October 2027