



Integrated Accessibility Standards Policy & Commitment Statement

1.0 Introduction

A. Berger Precision Ltd. (A. Berger), fully supports the inclusion of persons with disabilities in all of its operations. In accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and the Ontario *Human Rights Code*, A. Berger strives to conduct its business in a way that is accessible, inclusive and responsive to the needs of persons with disabilities.

The purpose of this document is to describe A. Berger's policies governing how the organization achieves or will achieve accessibility through compliance with AODA and, in particular, the *Integrated Accessibility Standard Regulation* ("IASR"). This policy identifies what A. Berger will do in order to achieve accessibility as an organization.

2.0 Statement of Organization Commitment

A. Berger 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.

A. Berger is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

A. Berger 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.

A. Berger is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

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

This policy is posted on A. Berger's website in an accessible format. Upon request, A. Berger will provide a copy of this document in an alternative accessible format.

3.0 Multi-Year Accessibility Plan

A. Berger has developed and will maintain a Multi-Year Accessibility Plan (the "MYAP") that sets out A. Berger's strategy for preventing and removing accessibility barriers from our workplaces and meet its requirements of the IASR. The MYAP will be reviewed and updated at least once every five years.



4.0 Training

A. Berger will provide training to all of its employees, volunteers, persons who participate in developing the organization's policies, on the accessibility standards referred to in the IASR and on the requirements of the *Code* as it pertains to persons with disabilities. Training will be provided as soon as practicable. Training will also be included as part of orientation for all new hires. The training provided will take into consideration and be appropriate to the duties of those receiving the training.

Records of the training provided will be maintained and will include: (i) the dates on which training was provided and (ii) the individuals to whom training is provided.

5.0 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.

6.0 Use of Service Animals and Support Persons

Persons with disabilities may bring their service animal or support person in order to access our facilities. Unless otherwise excluded by law, such persons may keep their service animal or support person with them at all times.

A. Berger will ensure that all employees are trained on how to interact with persons with disabilities who are accompanied by a service animal or support person.

A. Berger's accessibility policies governing the use of service animals are available in accessible formats upon request.

7.0 Notice of Temporary Disruptions

Customers and third parties will be notified of planned or unexpected disruptions to any assistive facilities or services used by persons with disabilities. This notice will include information about the reasons for the disruption, how long the disruption is expected to last, and whether any alternative facilities or services are available.

8.0 Feedback Process

A. Berger shall provide customers with the opportunity to provide feedback on the goods and services provided to customers with disabilities. Information about the feedback process will be readily available to the public and notice of the process will be made available at Reception. Feedback forms along with alternate methods of providing feedback will be available upon request.

Submitting Feedback:

Feedback about the manner in which A. Berger provides goods and services to persons with disabilities may be submitted to the following contact person:



- Contact by telephone Susan Pavicic
- Contact by mailing address.
- Send an e-mail outlining the nature of the complaint or comment to the following e-mail address susan.pavicic@aberger.com.
- Complete the Accessibility Feedback Form that is available at A. Berger's office

A. Berger will make best efforts to provide a response in the same format in which the feedback was received.

Individuals who wish to provide feedback on A. Berger's premises may do so by providing verbal feedback to any A. Berger employee or by completing an onsite customer feedback form available at Reception.

Individuals who provide written feedback will receive acknowledgement of their feedback and the individual will be notified of any actions that result from the feedback, if any.

9.0 Notice of Availability and Format of Documents

A. Berger shall notify customers that the documents related to the CSS are available upon request and in a format that takes into account the customer's disability. Notification will be provided by posting the information in a conspicuous place on A. Berger's premises i.e.: Reception. When providing these documents to a person with a disability, A. Berger will endeavor to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

10.0 Self-service Kiosks

If A. Berger procures or acquires self-service kiosks in the future, we will have regard to the accessibility for persons with disabilities and ensure that the kiosks incorporate appropriate accessibility features.

11.0 Information and Communications

A. Berger will continue to ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.

11.1 Accessible formats and communication supports:

Upon request, A. Berger will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.

A. Berger will consult with the person making the request for an accessible format or communication supports when determining the suitability of an accessible format or communication supports.

11.2 Accessible websites and web content:

A. Berger will ensure that its websites, including web content on such site, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, except where meeting the requirement(s) is not practicable.



12.0 Employment

A. Berger is proud to have a diverse workforce, with a safe, inclusive and accessible work environment. The Company's policies and practices are intended to foster diversity, inclusiveness and accessibility in the Company, while ensuring that the workplace is free from discrimination and harassment.

12.1 Recruitment:

In our recruitment processes, A. Berger will advise employees and the public about the availability of accommodation for applicants with disabilities.

12.2 Recruitment, Assessment or Selection Process:

A. Berger will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected job applicant requests accommodation relating to their participation in the hiring process, A. Berger will consult with the individual and provide or arrange for the provision of suitable accommodation that takes into account the applicant's disability-related needs.

12.3 Notice to Successful Applicants:

When making offers of employment, A. Berger will notify successful applicants of our policies for accommodating employees with disabilities.

12.4 Informing Employees of Supports:

We will notify our employees of A. Berger's policies (and any updates where there is a change to those policies) for supporting employees with disabilities, including our policies regarding the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new hires as soon as practicable after they commence employment.

13.0 Accessible Formats and Communication Supports for Employees:

If an employee with a disability asks for information in an accessible format or to receive communication supports, A. Berger will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that the employee needs to perform his/her job, as well as information that is generally available to other employees.

In determining the suitability of an accessible format or communication supports, A. Berger will consult with the employee making the request.

14.0 Workplace Emergency Response Information:

A. Berger will provide individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary and A. Berger is aware



of the need for accommodation. A. Berger will provide workplace emergency response information as soon as practicable after learning of the need for accommodation due to an employee's disability.

Where an employee who receives individualized workplace emergency response information requires assistance, A. Berger will designate a person to provide assistance and, with the employee's consent, A. Berger will provide the workplace emergency response information to such person.

A. Berger will review individualized workplace emergency response information, at minimum, whenever:

- the employee moves to a different location within A. Berger;
- the employee's overall accommodation needs or plans are reviewed; or
- A. Berger reviews its general emergency response policies.

14.1 Public Availability of Emergency Information

A. Berger makes emergency procedures and safety information publicly available to all customers, clients, and visitors. This information includes evacuation routes, and emergency contact details.

Emergency information is available in the following way:

- **On-site:**
Emergency evacuation maps and instructions are posted:
 - At all main entrances
 - In reception and waiting areas
 - Near emergency exits

A photograph or screenshot of the posted information is included in our internal AODA file for verification purposes.

14.2 Arrangements for Accessible Formats and Communication Supports

Customers or clients with disabilities may request emergency information in an accessible format or with communication support at any time.

We provide the following options:

- **Accessible formats:**
 - Large print
 - High-contrast text
 - Accessible PDF compatible with screen readers
 - Simplified text versions
 - Audio recordings
- **Communication supports:**
 - Verbal explanation by trained staff
 - One-on-one guided orientation to emergency routes
 - Written notes or digital text
 - Real-time assistance during an emergency when possible

**How to request:**

Requests can be made in person, by phone, or by email to:

Susan Pavicic- 905-840-8025- hr@aberger.com

Responsibility:

Human Resources (or designated staff member) oversees the fulfillment of all requests.

14.3 Definition of “As Soon as Practicable”

Our organization interprets “as soon as practicable” to mean:

- **Within 1–3 business days** for standard accessible formats (large print, accessible PDF, simplified text).
- **Within 5–10 business days** for specialized formats (audio recordings).
- **Immediately**, when possible, during an emergency through verbal communication or real-time support.

If a request requires additional time due to complexity or external vendor involvement, the customer will be informed of the expected timeline without delay.

15.0 Documented Individual Accommodation Plans:

A. Berger will develop and maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. Additionally, the plans will include individualized workplace emergency response information (where required and in accordance with the Workplace Emergency Response Information Standard). Plans will also identify any other accommodation that is to be provided.

16.0 Return to Work Process:

A. Berger will develop and maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process will outline the steps that A. Berger will take to facilitate the return to work and will include documented individual accommodation plans.

17.0 Performance Management, Career Development and Advancement: A. Berger will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, or providing career development and advancement to employees.

18.0 Feedback Process

We welcome your comments and feedback. If you have feedback regarding the way A. Berger provides goods, services, and facilities, or you would like to share your thoughts regarding the Company's AODA policies, practices and procedures, please contact us at: hr@aberger.com.



A. Berger will continue to ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provisions of, accessible formats and communication supports upon request.

Complaints will be addressed as quickly as possible. Customers and third parties can expect acknowledgement of feedback within five business days. The acknowledgement will indicate when the matter will be addressed and when the customer/third party will be notified. A. Berger will follow up with any required action within the timeframe noted in the acknowledgement. Every effort will be made to provide the response in a format that is accessible to the person who provided the comments.

Questions? If you have any questions or would like more information on A. Berger's accessibility policies or any other AODA related matter, please contact: Susan Pavicic at hr@aberger.com Tel: 905-840-8025