



Accessibility for Ontarians with Disabilities Act (AODA)

Baumeier Corporation strives to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 and Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005.

We are committed to providing goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

All employment services provided by Baumeier Corporation shall follow the principles of dignity, independence, integration and equal opportunity.

Providing goods and service to people with disabilities

We are committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- Communication:
 - We will communicate with people with disabilities in ways that take into account their disability.
 - We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- Telephone services:
 - We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
 - We will offer to communicate with customers by Email or mail if telephone communication is not suitable to their communication needs or is not available.
- Assistive devices:
 - We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

- **Billing:**
 - We are committed to providing accessible invoices if applicable to all of our customers. For this reason, invoices will be provided in the following formats upon request: large print, Email, or mail.
 - We will answer any questions customers may have about the content of the invoice in person, by telephone or Email.

- **Use of service animals and support persons:**
 - We are committed to welcoming 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. We will also ensure that all employees dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
 - We are committed to welcoming 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 our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

- **Notice of temporary disruption:**
 - We will provide customers 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, its anticipated duration, and a description of alternative facilities or services, if available.
 - The notice will be placed at all public entrances and service counters on our premises.

Employment

Baumeier Corporation is committed to excellence in employing people with disabilities and we will carry out our functions and responsibilities in the following areas:

- **Hiring Standards** – We will advertise all jobs in ways that allow persons of all abilities to identify opportunities and apply regardless of their abilities. We will notify all job applicants verbally or in writing of the availability of accommodations for applicants with a disability that may or may not be visible. We will inform applicants that accommodation is available upon request for interviews, testing, and other selection methods. All successful applicants

will be made aware of the policies and support for accommodating employees with disabilities.

- Accessible Formats and Communication Supports - Upon request we will provide accessible formats and communication support for information needed for an employee to do their job and information that is generally available to all employees. We will train staff to communicate with potential employees over the telephone in clear and plain language and to speak clearly and slowly.
- Documented Individual Accommodation Plans - We are committed to working with any employees who identify as having a disability. As such we will work with employees to develop and implement a process for documenting individual accommodation plans for employees with disabilities. We will work with the employee in the development of a plan that meets their individual needs. We will also work with the employee to determine when the plan should be reviewed or updated. We will also ensure that steps are taken to protect the privacy of the employee's personal information and that all means of accommodation are based on the employee's accessibility needs.
- Plans and Processes - We will tailor workplace response plans to accommodate people with disabilities. We will also provide this information to employees with disabilities upon request. All steps will be taken to ensure the privacy of the individual's personal information.

Training for staff

Baumeier Corporation will provide training on providing services in an equitable manner to all employees who deal with the public. Additional training for effective recruitment procedures will be provided to Managers and others who are involved in recruiting, hiring, training and promoting, as well as developing and approving policies, practices and procedures.

We will provide training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Feedback process

The ultimate goal of Baumeier Corporation is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provides goods and services to people with disabilities can be made by Email, verbally, mail, telephone. All feedback will be directed to Management. Customers can expect to hear back within seventy-two (72) hours (excluding evenings, weekends and holidays).

Questions about this Policy

This Policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the Policy, or if the purpose of a Policy is not understood, an explanation should be provided by, or referred to Management.