

POLICY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

Purpose

Hörmann 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.

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

Hörmann 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.

Hörmann 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.

Responsibilities

Any Hörmann client, customer or anyone visiting our premises who requires accommodation for a disability, is asked to contact our Occupational Health & Safety Manager to discuss acceptable accommodation and customized workplace emergency information.

All employees are responsible for being knowledgeable of best practices when dealing with people with disabilities; for serving all of our clients, customers, visitors and colleagues in a manner that does not infringe on their dignity or independence; and for speaking with their manager if they themselves have a disability.

Hörmann's management team is committed to communicating and training employees on Ontario's accessibility laws and training employees on best practices to maintain the respect and dignity of all persons who work at or visit Hörmann.

Policy

Hörmann is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

New employees joining the company will be trained on the AODA policy during their orientation session.

As a company, we are committed to meeting the communication & service needs of people with disabilities and we will communicate with them in ways that take into account their disability. In all cases, we will strive to accommodate the specific requirements of the person with a disability.

We are committed to serving people with disabilities who use assistive devices and will ensure our staff is trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing company facilities.

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As a company, we will:

welcome people with disabilities who are accompanied by a support person or a service animal (no fee); train our employees in how to interact with people with disabilities who are accompanied (or not) by a support person or a service animal; and not prevent a person with a disability from having access to his/her support person or service animal while on our premises.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Hörmann will clearly post such notice in its reception area. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Hörmann will accommodate disabilities during recruitment and when people are hired. Employees with a disability should speak with HR so that an individual accommodation plan can be established to suit the specific needs of the employee. Employees seeking accommodation on the basis of disability are expected to provide their full cooperation in providing any information or medical assessments and participating in assessments relevant to the determination of the accommodation request. If needed, we will provide customized workplace emergency information to employees who have a disability.

Hörmann will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to our work environment.

All employees will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. When there are changes to the policies, practices and/or procedures, we will retrain our employees. Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the manner in which Hörmann provides services to people with disabilities can be made by email, fax or verbally. Feedback should be addressed to the Human Resources team and a response will be provided within 10 business days.