



BIRNAM

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| Policy Name | AODA Customer Service Policy | Revision No. | 02 |
| Issue Date | September 23, 2011 | | |

AODA Customer Service Policy

About The Act

The Accessibility for Ontarians with Disabilities Act (or, "AODA") was passed into law on June 13, 2005. The AODA is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The goal of the Act is to help Ontario become accessible by the year 2025.

As part of the AODA, all businesses with at least one full-time employee are required to offer accessible customer service by January 1, 2012. Therefore, this policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07), and addresses the following issues:

- The documentation of policies, practices, and procedures for providing customer service to customers who are disabled.
- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Communicating with disabled persons;
- Notice of temporary disruptions in services and facilities;
- Training needs of current and future employees;
- Customer feedback regarding the provision of goods and services to persons with disabilities; and,
- Notice of availability and format of documents.

Scope of this Policy

Under the AODA, a "customer" includes any person who is in receipt of the goods and/or services of Birnam Excavating Ltd., and who may require customer service. This includes stakeholders such as owners, employees, and also residents and other visitors or guests. Prospective clients, customers, and agents thereof are also included. Lastly, any member of the broader public community who may contact Birnam Excavating Ltd. is included as well.

Owing to the nature of the industry in which Birnam Excavating Ltd. operates, it is not permissible for customers to access our construction job sites or maintenance facilities (with the exception of those

who reside in the area where the work is taking place). Individuals seeking customer services must contact the main company office for assistance.

General Principles of the Act

Birnam Excavating Ltd. shall make every possible effort to ensure that its policies, practices and procedures are consistent with the following core principles enshrined by the AODA:

Dignity: Goods and services must be provided to disabled persons in a manner that is respectful to their disability, and which does not diminish the person's importance and vitality.

Independence: Accommodation for disabled persons will be provided in a manner that respects their personal freedoms and rights.

Integration: Persons who are disabled have the right to be included, to participate, and to "belong" in our society. This is a basic and immutable human right.

Equal Opportunity: Customers who are disabled must have the same opportunity to access our goods and services as all other customers.

Communicating with Persons with Disabilities

When communicating with a person who is disabled, we shall do so in a manner that takes into account the person's disability. To the extent possible, the appropriate communication mediums will be made available to ensure that our customers can be served in the manner that they require. Birnam Excavating Ltd. has committed to provide training on customer service to all current and future employees. This training will include instruction with how to interact and communicate with persons with various types of disabilities; more information regarding our training course content is provided below.

Notice of Disruption in Services & Facilities

Temporary disruptions in the services and facilities of Birnam Excavating Ltd. may occur due to reasons that may or may not be within the control or knowledge of Birnam Excavating Ltd. In the event of a disruption that may affect the level of customer service that can be delivered, we will make every reasonable effort to provide notice of the disruption to the public. This includes providing:

- Information about the reason for the disruption;
- The anticipated duration of the disruption; and,
- A description of alternative facilities or services, if any, that may be available

Birnam Excavating Ltd. will provide notice by posting information in visible places on our premises, or by any other method that may be reasonable under the circumstances.

Birnam Excavating Ltd. will make every reasonable effort to provide prior notice of planned disruption if possible. In some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, we will provide notice as soon as possible.

Alternate Formats of Documents

Documents required by the Accessibility Standards for Customer Service- namely, this policy- are available upon request. When providing a document to a person with a disability, Birnam Excavating Ltd.

will work with the individual to determine options in order to provide the document or the information contained in the document in a format that takes the person's disability into account.

Assistive Technology

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Birnam Excavating Ltd.'s goods and services, except where we have determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, we may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from our goods and services, where we have such other measures available. It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

Service Animals

A person with a disability may enter the office or jobsite of Birnam Excavating Ltd. accompanied by a service animal and keep the animal with them if the public has access to those premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, we will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Birnam Excavating Ltd.'s goods and services. If it is not readily apparent that the animal is a service animal, we may ask the person with a disability for either of the following:

- A letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.
- A valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that their service animal is kept in control at all times.

Support Persons

A customer with a disability may enter the office or jobsite of Birnam Excavating Ltd. accompanied by a support person, and have continual access to that support person while on the premises. The interaction between the customer and their support person may not cause the release of confidential information under any circumstances.

Feedback

Birnam Excavating Ltd. is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public regarding our service to persons with disabilities may be given by telephone, in person, in writing, or in electronic format through e-mail, text message (SMS), or other methods. Birnam Excavating Ltd. shall provide a response in the same format in which the feedback was received wherever possible.

To the extent possible, all feedback received will be addressed immediately. Some feedback may, however, require further effort to address and may need to be reviewed before any action is taken.

Therefore, Birnam Excavating Ltd. commits to respond, if not immediately, then within 21 (twenty-one) days of the receipt of the feedback.

Information about the feedback process will be readily available to the public and notice of the process will be posted in other appropriate locations, including the Birnam office.

Feedback may be submitted via the following channels:

Mail: Accessibility for Ontarians with Disabilities (AODA)

Attention: Human Resources

Birnam Excavating Ltd.

7902 Birnam Line

Arkona, Ontario, Canada, N0M 1B0

Telephone: 519-828-3449

Fax: 519-828-3459

e-mail: hr@birnam.ca

In person: Same as mailing address

Training

Birnam Excavating Ltd. will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. New employees will be provided such training as part of their orientation. Third party contractors to Birnam Excavating Ltd. shall be required to provide proof of AODA customer service training if applicable.

The content of the training program will include the following:

- A review of the purposes of the AODA;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- Instruction on Birnam's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities (i.e.: this policy);
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a particular type of disability is having difficulty accessing Birnam's goods or services;
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and,
- Information about the equipment or devices available on Birnam's premises that may help with the provision of goods or services to persons with disabilities.

Training will be provided for all employees, as well as upon the hiring of a new employee. When changes are introduced to Birnam Excavating Ltd.'s policies, procedures and practices governing the provision of goods or services to persons with disabilities, all employees will receive training regarding those changes.

Documentation of training of employees shall be maintained by the relevant department at Birnam Excavating Ltd. for future reference.

Glossary

Accessible: A thing that is "Accessible" has no barriers or obstacles that must be overcome in order to obtain or use it. A variety of accessibility plans are necessary in order to ensure that no barriers to accessibility exist. Ensuring inclusive practices will ensure that all goods and services can be accessed by a larger audience.

Alternative Formats: There are many different ways, or "Formats", in which we can communicate, including: the written word, a telephone conversation, face-to-face contact, Braille, sign language, communication devices, and many others. Each form of communication differs from the other; hence, Alternative Formats.

Assistive Technology (or "Device"): People with disabilities may use devices such as mobile phones, text-to-speech software, screen reading software, voice recognition software and etc. in order to obtain information and to communicate with others.

Customer: In the AODA legislation, the term "Customer" is used to describe any person who is in receipt of the goods and/or services of Birnam Excavating Ltd., and who may require customer service. This includes stakeholders such as owners, employees, and also residents and other visitors or guests. Prospective clients, customers, and agents thereof are also included. Lastly, any member of the broader public community who may contact Birnam Excavating Ltd. is included as well.

Disability: Under the AODA legislation, the definition of "Disability" is identical to the definition found in the Ontario Human Rights Code as follows:

- (a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
- (b) A condition of mental impairment or a developmental disability;
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) A mental disorder; or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal: The Regulation describes a “Service Animal” as, “an animal for a person with a disability”. A Service Animal is distinguished from a pet by the fact that they are used by a person with a disability for reasons relating to their disability- for example, a seeing-eye dog. In addition, the person with the disability will be able to produce documentation regarding their need for the Service Animal, as described above.

Support Person: A “Support Person” is anyone who accompanies a person with a disability in order to assist them. Their assistance may include, but is not limited to: Communication, mobility, personal care, medical needs, or with access to goods and services.

Modifications to Policy

Any policy of Birnam Excavating that does not respect and promote the dignity and independence of people with disabilities will be modified or revoked. When writing new company policies, the requirements of this policy must be considered.

Additional legislation will be introduced in the future to help meet Ontario’s goal of being accessible by 2025. This future legislation may address accessibility concerns beyond the present scope of this policy. Therefore, this policy is subject to revision at any time as required to fulfill new accessibility standards as they are revised and/or introduced.

This policy is to be reviewed and revised, as needed, on an annual basis in or before the month of its establishment, that being September 2011.

Accessibility Policy Statement

July 15, 2019

Birnam Excavating Ltd. (referred to below in the possessive, e.g.: “we”, “our”, etc.) is committed to providing quality goods and services to every person that we serve. Quality and Service is a tradition that we have upheld from the beginning, in 1973. It is a tradition that we do not intend to break with the introduction of this new policy. We strongly believe that our customers deserve the best that we can give them, and we are willing to take whatever action is necessary in order to ensure equal accessibility for everyone. All of us at Birnam Excavating Ltd. will stand proudly behind this new policy and all that it represents.

Established: September 23, 2011

Revised: February 27, 2013

Reviewed: May 2, 2024

Please note that this policy is available in alternative formats upon request.