



## Accessibility Policy

Ontario 1971035 (“the Company”) is committed to diversity, inclusion and accessibility for persons with disabilities.

**Scope:** This policy describes how the Company works with its employees as well as how it provides its programs, goods and services, communication and recruitment in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

### **POLICY INCLUSION:**

#### **Assistive devices**

The company permits and encourages persons with disabilities to use their personal assistive devices while on the company’s premises. We ensure our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

#### **Communication**

The company is committed to communicating with persons with disabilities in ways that take into account their disability. We are committed to understanding their disability and in being respectful in providing assistance, if needed, while respecting individual needs.

#### **Service animals and support persons**

We welcome people with disabilities and their service animals. Service animals are allowed on the premises open to the public. A person with a disability who is accompanied by a support person is allowed to have that person accompany them on our premises.

#### **Notice of temporary disruption**

The company will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities such as our washroom facilities. This notice will be provided in accessible formats and posted in public areas and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This notice will be placed in our Reception area.

#### **Training of employees**

The company provides training to our employees, volunteers and others who deal with the public or other third parties on communication, providing goods or services, and recruitment practices. Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

## **Hiring Process**

The company is an Equal Opportunity Employer and invites applications from all qualified individuals. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the company is committed to providing accommodations throughout the recruitment, selection and / or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform us of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.

## **Feedback process**

Customers who wish to provide feedback on the company's goods and services delivery to people with disabilities can e-mail [info@shieldfence.com](mailto:info@shieldfence.com) and can contact the front desk in person. All feedback will be directed to Joe Leone, CFO, [jleone@leonefence.com](mailto:jleone@leonefence.com). Customers can expect to receive a response within 10 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Authorized By:

Anthony Leone  
Joe Leone  
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