



ACCESSIBILITY POLICY

Purpose

Pentalift Equipment Corporation is committed to fostering an inclusive and accessible environment for all individuals, including those with disabilities. This Accessibility Policy outlines our commitment to compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Ontario Human Rights Code (the "Code") and, in particular, Ontario Regulation 191/11 the Integrated Accessibility Standard Regulation ("IASR"). Our aim is to ensure that our facilities, goods, services, and employment practices are accessible to everyone, promoting equal opportunities and diversity.

Application

This Policy applies to all employees (Full-Time, Part-Time, contract, temporary, students, interns, consultants), customers of Pentalift, and independent contractors are not "Employees" for the purposes of this Policy.

Accessibility Standards

The IASR under AODA require that Pentalift establish, implement, maintain, and document its accessibility policies and multi-year accessibility plan, which outlines Pentalift's strategy for preventing and removing barriers for persons with disabilities and to meeting requirements under the IASR.

The Accessibility Plan outlines the steps Pentalift is taking to meet the AODA requirements and improve opportunities for people with disabilities and describes the accessibility initiatives that Pentalift has taken and plans to take. The Accessibility Plan can be found on Pentalift's website and is also available in an accessible format upon request. The Accessibility Plan will be reviewed and updated, if applicable, at least once every five years.

Pentalift Equipment Corporation will adhere to the accessibility standards set out in the AODA, ensuring that all aspects of our operations comply with the requirements outlined in the legislation. This includes, but is not limited to, information and communications, employment practices, customer service, and accommodation.

1. Customer Service

Pentalift Equipment Corporation is committed to delivering excellent customer service to all individuals, irrespective of abilities. Our employees will undergo training on providing accessible customer service and:

- ensuring that all Clients receive the same value and quality;
- allowing Clients with disabilities to do things in their own way and at their own pace when accessing services, as long as this does not pose a safety risk;
- Using alternative methods when possible, to ensure that Clients with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing services; and
- Communicating in a manner that takes into account the Client's disability.



2. Assistive devices

We will ensure that our employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by person with disabilities. Our facility offers meeting areas on the main floor which are accessible to person with disabilities. Pentalift will accommodate persons' disabilities.

3. Service Animals and Support Persons

Any person with a disability that is accompanied by a guide dog or service dog will be welcome. Service animals are allowed on the parts of our premises that are accessible to anyone conducting business with the company. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

Recognizing a Guide Dog and/or Service Animal: If it is not readily apparent that the animal is being used by the person for reasons relating to his or her disability, Pentalift may request verification from the owner. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the 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.

Care and Control of the Animal: The person that is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

4. Information and Communications

Pentalift Equipment Corporation will ensure that all information and communications, whether in print or electronic form, are accessible to individuals with disabilities. This includes our website, printed materials, and other forms of communication. We will work towards making our information technology and systems accessible to everyone and are provided, upon request, in accessible formats that meet the needs of persons with disabilities.

5. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Pentalift will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the front door of the main lobby.

6. Training

Pentalift will ensure that timely training is provided to all necessary persons pointed in the application section, that it aligns with the requirements of the accessibility standards referred to in the IASR, and appropriate records of training are maintained.



Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the
- Requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the products we contain on-site or otherwise that may help to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Pentalift's goods and services
- Staff will also be trained when changes are made to your plan.

7. Employment

We are committed to fair and accessible employment practices. This includes providing accommodation during the recruitment and selection process and ensuring that employees with disabilities have equal opportunities for career development and advancement.

7.1. Recruitment

- Pentalift shall notify its Employees and external applicants about the availability of accommodation for applicants with disabilities in its recruitment and selection process.
- Pentalift shall make appropriate accommodation available, for applicants with disabilities upon their request for accommodation.
- Pentalift shall notify successful applicants of its policies for accommodating Employees with disabilities when making offers of employment and, where applicable, provide information about policies used to support Employees after they begin employment as part of the orientation program.

7.2. Informing Employees of supports

Human Resources shall ensure that Employees are informed of all accessibility-related policies (and any updates to those policies) used to support Employees with disabilities, including policies on the provision of job accommodations that take into account an Employee's accessibility needs due to disability. This information will be provided to new Employees as soon as possible after starting employment.

7.3. Accessible Formats and Communication Supports for Employees

- Upon request by an Employee with a disability, where suitable, Pentalift shall provide, or arrange for, accessible formats and communication supports for information that is needed to perform their job, and information that is available to other Employees. In order to determine the suitability of an accessible format or communication support, Pentalift shall consult with the Employee making the request.



- Accessible formats and communications supports for general workplace information shall also be provided to Employees with disabilities.
- Pentalift shall ensure that a formalized process is in place for development of documented individual accommodation plans for Employees with disabilities.

7.4. Workplace Emergency Response Information

Pentalift provides Employees with disabilities individualized workplace emergency response information, in an accessible format or with appropriate communication supports, if their disability is such that individualized information is necessary and Pentalift is aware of their need for accommodation.

Where an employee who receives individualized workplace emergency response information requires assistance, Pentalift will designate a person to provide assistance and, with the employee's consent, Pentalift will provide the workplace emergency response information to such person. Individualized emergency response information will be communicated to the employees' respective managers and safety personnel on an 'as needed' basis.

Pentalift will review individualized workplace emergency response information, at minimum, whenever:

- the employee moves to a different location within Pentalift.
- the employee's workspace is modified.
- the employee's overall accommodation needs, or plans are reviewed; or
- Pentalift reviews its general emergency response policies

7.5. Documented Individual Accommodation Plans

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

In accordance with the provisions of the IASR, Pentalift ensures that the process for the development of documented individual accommodation plans include the following elements:

- information regarding the manner in which the employee requesting accommodation can participate in the development of the plan;
- information regarding the means by which the employee is assessed on an individual basis;
- information regarding the manner in which Pentalift can request an evaluation by an outside medical or other expert, at Pentalift's expense, to assist Pentalift in determining if and how accommodation can be achieved;
- steps to protect the privacy of the employee's personal information;
- information regarding the frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
- the reasons for a denial where an individual accommodation plan is denied;
- information regarding the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
- the following will be included if individual accommodation plans are established:



- any individualized workplace emergency response information that is required;
- any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
 - ▫ information that is needed in order to perform the employee’s job;
 - ▫ information that is generally available to employees in the workplace; and
 - ▫ identify any other accommodation that is to be provided to the employee.

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.

7.6. Return to Work (RTW) Process

Pentalift has an approved process for development of RTW individual accommodation plans for Employees returning to work who have been absent due to a disability and who now require accommodation and support in order to return to work.

The RTW process clearly defines and outlines steps Pentalift shall make to facilitate an Employee’s return to work and includes a documented individual accommodation plan for each Employee as part of the process. The above stated RTW process shall not replace, hinder or override any other RTW process created by or under any other statute (i.e. the Workplace Safety and Insurance Act, 1997).

7.7. Performance Management, Career Development and Advancement

Pentalift will continue to consider the accessibility needs of employees with disabilities as well as individual accommodation plans, when conducting performance management reviews, providing career development and advancement to employees and when redeploying employees.

8. Feedback process

Customers who wish to provide feedback on the way Pentalift provides goods and services to people with disabilities can access the website (www.pentalift.com) and fill out the “Contact” information or call us at 519-763-3625. All feedback, including complaints, will be directed to the Human Resources for review. Customers can expect to hear back in 5 business days.

Date: 12-20-2023