



Accessibility for Ontarians with Disabilities Act (AODA)

The purpose of this policy is to address the accessibility requirements of Ontario Regulation 429/07, Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005. This policy will apply to the management and all employees of the Company as well as volunteers, agents, contractors, third parties or any other individuals who interact with the public or other third parties, who represent or act on behalf of the Company in any manner.

Ultrafit Manufacturing is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. The Company recognizes the diverse needs of all our clients and the public that may be affected by the goods and services that we provide and will respond by striving to provide services and facilities that are accessible to all.

Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from the Company's goods and services.
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The goods and services provided to persons with disabilities are integrated with the provision to users of the same goods and services unless an alternate measure is necessary to allow a person with a disability to fully benefit. The alternate measure may be temporary or permanent.
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access the Company's goods and services unless superseded by other legislation.
- Ultrafit will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. New employees will undertake training as part of their orientation.
 - Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - Ultrafit's plan related to 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 support person.



AODA Policy – Ultrafit Manufacturing (Updated Dec 2014)

- What to do if a person with a disability is having difficulty accessing Ultrafit's goods and services.
- Any changes or updates made to these policies, practices or procedures.
- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Ultrafit will notify customers/suppliers promptly. This clearly posted notice will include information about the reason for the disruption, anticipated length of time, and the description of alternate facilities or services, if available. This notice will be provided in accessible formats.
- Customers and/or suppliers who wish to provide feedback on the way Ultrafit provides goods and services to people with disabilities can email info@ultrafit.net, or call the Human Resources Manager. All feedback will be directed to the HR Manager and President when necessary. Customers can expect to hear back via email or telephone in 5 business days.
- Documents required by the Customer Service Standard are available upon request, and will be provided in a format that takes a person's disability into account.

In addition to this policy, please refer to the Ultrafit Manufacturing Accessibility Plan which outlines the policies and actions that Ultrafit Manufacturing will put in place to improve opportunities with disabilities. This document is available on the Y drive, and is posted at the front entrance and employee communication boards.