



Accessibility for Ontarians with Disabilities Act (AODA) Policy Statement

At Robert Excavating, we are dedicated to creating an inclusive and accessible environment, compliant with Accessibility for Ontarians with Disabilities Act (AODA), 2005, S.O. 2005, c. 11. Our efforts are guided by a commitment to respect, dignity, and equality, ensuring equal access for individuals with disabilities.

It is the policy of Robert Excavating Construction that all our locations are committed to providing accessibility and equitable customer service to every one of our diverse and valued contractors and suppliers. We strive to design and operate our stores so that they are accessible to all persons with disabilities, and we are committed to providing services in a manner that respects the dignity and independence of persons with disabilities.

This policy encompasses all aspects of our operations, applying to every employee, contractor, visitor, and community member associated with Robert Excavating. We strive to ensure equal access and participation for people with disabilities, treating each person in a manner that upholds their dignity and independence. In both our construction and corporate practices, we focus on removing and preventing barriers to accessibility. Meeting the needs of people with disabilities through practical and timely measures is a priority, and we integrate accessible practices into our construction sites and office environments. Adjustments to our facilities, procedures, and communication methods are continually made to support this commitment.

The responsibility for implementing this policy lies with all employees, with specific roles designated for management and human resources. Supervisors and managers are tasked with ensuring team compliance and addressing concerns effectively, while Human Resources oversees the policy's implementation, monitoring, and training.

We commit to an annual review and update of this policy to maintain compliance with AODA standards and reflect best practices in accessibility.

Our dedication to creating a barrier-free environment and promoting an inclusive culture is a testament to our role as a responsible and inclusive leader in the construction industry, ensuring equal access and opportunities for everyone.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Service Animals

Persons with disabilities may enter any Robert Excavating premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting Robert Excavating it is the responsibility of the person with a service animal to control the animal at all times.

Support Persons

Persons with disabilities may enter Robert Excavating premises accompanied by a support person and may have access to that support person at all times. As long as they comply with the Ministry



of Labour, Immigration, Training and Skills Development (MLITSD) Health and Safety requirement for a construction jobsite.

Robert Excavating may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

NOTICE OF TEMPORARY DISRUPTION

Robert Excavating will make reasonable effort to provide contractors and suppliers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, and its anticipated duration, and a description of alternative facilities or services, if available. We may not be able to give advance notice in case of an emergency disruption.

In order to make information accessible, the signs and printed notices should be clearly laid out. The signs and printed notices will be displayed prominently at the entrance to the Robert Excavating facilities.

TRAINING FOR EMPLOYEES

Robert Excavating will aim to ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided on a continuous basis to all newly hired employees of Robert Excavating as part of our onboarding process. A record of training received by Robert Excavating employees will be kept on file.

FEEDBACK PROCESS

Robert Excavating welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Robert Excavating will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. All contractor and suppliers can submit feedback or questions to the Head Office.

MODIFICATIONS TO THIS OR OTHER POLICIES

Robert Excavating is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Robert Excavating retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.

President

Robert Bourdeau

Date Signed