

### Our commitment

Armatec is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities so that they are able to access our goods, service and facilities without barriers. We will train all our employees and others who deal with the public in order to meet our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*, the requirements under the customer service standard and *the Ontario Human Rights Code*.

### Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern, other measures will be discussed to try to come up with a solution. 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 customers with disabilities while accessing our goods, services or facilities.

### Support Persons

Support people are welcome to accompany a person with a disability on our premises.

### Service Animals

We welcome people with disabilities and their service animals on our premises, unless in an area where it is prohibited by another law or there is a safety concern.

### Emergency Procedures

If you require accommodation in the event of an emergency, please advise your contact you require support, and every effort will be made to ensure appropriate plans are made.

### Communication

Armatec will work with people with disabilities to communicate information in a format that works best for them.

### Feedback Process

Armatec shall provide customers with disabilities the opportunity to provide feedback on the customer service provided to them. This helps us identify barriers and respond to concerns and make future improvements.

Feedback forms, along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (sent by mail or email), will be available upon request. Customers can submit feedback to the HR Department by calling (519)268-2999 ext. 8161 or emailing [hr@armateconline.com](mailto:hr@armateconline.com).

A copy of the full version of the Armatec AODA policy is available upon request. Please reach out to the HR Department if you would like a copy, as well as indicating in what format you'd like it to be sent.



Karl Pfister  
CEO & President  
Armatec Survivability Corp.

Jan 1, 2024

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Date