



art engineering inc.

171 Walgreen Road • Carp • Ontario • KOA 1LO • Canada
(613) 836-0632 • Toll Free: 1(844) 8 ART ENG • Fax: (613) 836-1226
www.artengineering.ca

AEI ACCESSIBILITY POLICY

Company Name: ART Engineering Inc.

Effective Date: January 28th, 2026

Approved By: Matt Bulmer - Director

Last Revised: January 28th, 2026

1. Purpose and Statement of Organizational Commitment

ART Engineering Inc. (AEI) is committed to providing accessible goods, services, facilities, information, communications, and employment practices in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities.

AEI will make reasonable efforts to identify, remove, and prevent barriers to accessibility and will meet its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation, and the Ontario Human Rights Code.

This policy applies to AEI employees, applicants for employment, visitors, clients, suppliers, contractors, subconsultants, vendors, members of the public, and other third parties who interact with AEI or access AEI's services or facilities.

AEI will maintain accessibility policies and will make this policy available upon request. Upon request, AEI will provide this policy in an accessible format or with appropriate communication supports.

As an organization with fewer than 50 employees, AEI is not required to maintain a formal multi-year accessibility plan unless its employee count or legal obligations change. AEI will continue to review its accessibility practices periodically and will update this policy when required by law or when improvements are identified.

Where required by law based on AEI's size or operations, AEI will file accessibility compliance reports by the applicable deadline.

2. Scope and Responsibility

All employees are expected to support accessible and respectful service and workplace practices. Supervisors and managers are responsible for applying this policy within their areas of responsibility and for escalating accommodation or accessibility concerns to the appropriate HR contact.

The HR Lead is responsible for maintaining this policy, coordinating accessibility training and documentation, supporting accommodation processes, and reviewing accessibility-related feedback. The HR Lead may delegate administrative steps to HR staff while retaining responsibility for policy administration.



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3. Training

AEI will provide accessibility training to employees, volunteers, individuals involved in developing AEI policies, and individuals who provide goods, services, or facilities on behalf of AEI.

Training will be appropriate to the person's duties and will include:

- the requirements of the AODA and applicable accessibility standards;
- the Ontario Human Rights Code as it relates to persons with disabilities;
- accessible customer service, including communication with persons with disabilities;
- the use of assistive devices, service animals, and support persons;
- how to respond to temporary disruptions and accessibility feedback; and
- AEI's accessibility-related policies and any changes to those policies.

Training will be provided as soon as practicable after a person begins performing duties for AEI and when there are changes to AEI's accessibility policies or procedures.

Training resources may include the Ontario Human Rights Commission's "Working Together: The Code and the AODA" online module and any additional materials AEI considers appropriate.

AEI will maintain records of accessibility training, including the training date, training content or module used, and the individuals who completed the training.

Training can be found at: <https://www.ohrc.on.ca/en/online-learning/working-together-code-and-aoda>.

4. Accessible Customer Service

AEI is committed to providing goods, services, and facilities to persons with disabilities in a manner that is consistent with independence, dignity, integration, and equal opportunity.

AEI will communicate with persons with disabilities in ways that take their disability into account. Communication may occur by telephone, email, written correspondence, virtual meeting, or in-person communication, depending on the circumstances and the person's needs.

AEI will permit persons with disabilities to use their own assistive devices when accessing AEI's goods, services, or facilities, unless otherwise prohibited by law or where health and safety considerations require an alternative arrangement.

5. Service Animals

AEI welcomes persons with disabilities who are accompanied by a service animal on AEI premises that are open to the public or third parties, unless the animal is otherwise excluded by law. If it is not readily apparent that an animal is a service animal, AEI may request documentation or other confirmation permitted by applicable legislation.

Where a service animal is excluded by law, AEI will explain why and will work with the individual to identify another way to provide access to AEI's goods, services, or facilities where reasonably possible.



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6. Support Persons

AEI welcomes persons with disabilities who are accompanied by a support person on AEI premises that are open to the public or third parties. A support person may accompany the individual while accessing AEI's goods, services, or facilities.

AEI will not prevent a person with a disability from having access to their support person while on AEI premises. Where confidential, technical, commercial, or employment-related matters are being discussed, AEI may confirm with the person with a disability whether they consent to the support person's continued participation in the discussion.

If fees or advance notice requirements ever apply to an event or service where a support person may be required, AEI will provide notice of those requirements in advance.

7. Accessible Formats and Communication Supports

Upon request, AEI will provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

AEI will consult with the person making the request to determine the suitability of the accessible format or communication support. Examples may include electronic documents, large-print materials, email instead of telephone communication, verbal explanation of written information, or other reasonable supports.

Requests may be made by email at info@artengineering.ca, by telephone at 613-836-0632, in person, or through AEI's accessibility feedback process.

8. Notice of Temporary Disruptions

If there is a planned or unexpected disruption to services or facilities used by persons with disabilities, AEI will provide notice as soon as reasonably possible.

The notice will include the reason for the disruption, the anticipated duration, and a description of any alternative facilities or services that may be available. Notice may be provided by reception notice, email, telephone communication, website notice, or another method appropriate in the circumstances.

9. Feedback Process

AEI welcomes feedback regarding accessibility and accessible customer service. Feedback may be provided by email at info@artengineering.ca, by telephone at 613-836-0632, in person, or in writing.

AEI will ensure that its feedback process is accessible by providing or arranging accessible formats and communication supports upon request. Feedback will be reviewed by the HR Lead, Alternate HR Contact, or another appropriate management representative.



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Where contact information is provided, AEI will acknowledge accessibility feedback within five (5) business days and will make reasonable efforts to provide a response or resolution within fifteen (15) business days. Feedback will be handled in a manner that respects privacy, confidentiality, and the accessibility needs of the person providing feedback.

10. Availability of Documents

Documents related to accessibility are available upon request. AEI will provide these documents in an accessible format or with communication supports upon request and in a timely manner.

11. Employment, Recruitment, and Accommodation

AEI is committed to fair, accessible, and inclusive employment practices. Accommodation is available during recruitment, assessment, hiring, onboarding, and employment in accordance with the Ontario Human Rights Code and the AODA.

Applicants selected to participate in a recruitment or assessment process will be informed that accommodations are available upon request. Where an accommodation is requested, AEI will consult with the applicant to determine accessibility needs and appropriate accommodation measures.

Successful applicants and employees will be informed of AEI's policies regarding workplace accommodation and accessibility supports. AEI will provide accessible workplace information and communication supports to employees with disabilities where required to perform their job duties and where otherwise required by law.

Accommodation requests will be handled in a timely manner and with respect for dignity, independence, privacy, and individual accessibility needs. Employees may direct accommodation requests to their Supervisor, the HR Lead, or the Alternate HR Contact. Medical or personal information will be requested only where reasonably necessary to assess or implement an accommodation.

12. Individual Accommodation Plans

Where required or appropriate, AEI will develop and maintain written individual accommodation plans for employees with disabilities. Individual accommodation plans will be developed on an individualized basis and in consultation with the employee.

The individual accommodation plan process may include:

- consulting with the employee to determine individual accessibility and accommodation needs;
- assessing accommodation requests on an individualized basis;
- identifying workplace accommodations, communication supports, emergency response information, modified duties, or other measures that may assist the employee in performing their job duties;
- protecting the privacy and confidentiality of the employee's personal information;
- reviewing accommodation plans periodically and updating them where necessary;



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- providing the employee with the accommodation plan in an accessible format upon request;
- identifying who will participate in the accommodation process, which may include the employee, the employee's Supervisor, the HR Lead, the Alternate HR Contact, HR staff, and, where necessary, qualified external medical or professional advisors;
- requesting medical or other supporting information only where reasonably necessary to assess the accommodation request or determine appropriate accommodation measures;
- documenting the accommodation measures to be provided, the timing for implementation, and any follow-up or review requirements; and
- advising the employee if an accommodation request is denied and providing the reason for the denial, where applicable and appropriate.

13. Return to Work, Performance Management, Career Development, and Redeployment

AEI will maintain a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work. The return-to-work process will outline the steps AEI will take to facilitate the employee's return and will use the employee's individual accommodation plan, where applicable.

AEI will take the accessibility needs of employees with disabilities, as well as individual accommodation plans, into account when applying performance management, career development and advancement, training opportunities, internal transfers, or redeployment processes.

14. Workplace Emergency Response Information

AEI will provide individualized workplace emergency response information to employees with disabilities where the disability requires such information and where AEI is aware of the need for accommodation.

With the employee's consent, AEI may provide workplace emergency response information to a designated person responsible for assisting the employee during an emergency.

Individualized emergency response information will be reviewed when the employee moves to a different work location, when the employee's accommodation needs or plan are reviewed, when AEI reviews its general emergency response procedures, or whenever otherwise necessary to ensure the information remains accurate and effective.

15. Accessible Websites and Digital Information

Where AEI controls public-facing websites or web content that are subject to AODA web accessibility requirements, AEI will make reasonable efforts to meet applicable accessibility requirements. AEI will also consider accessibility when creating or updating digital documents, forms, policies, and other public-facing information.



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16. Design of Public Spaces and Facilities

Where AEI constructs, redevelops, or controls public spaces or facilities that are subject to AODA design of public spaces requirements, AEI will make reasonable efforts to comply with applicable accessibility requirements. This section does not apply to work that is outside AEI's control or where AEI is acting only as a consultant unless AEI has a specific legal or contractual responsibility for the public space or facility.

17. Changes to Existing Policies

AEI will review and modify any policies, practices, or procedures that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for persons with disabilities.

18. Questions

Questions about this policy may be directed to the HR Lead or Alternate HR Contact. Requests for accessible formats, communication supports, workplace accommodation, or accessibility-related feedback may be made through the contact methods listed in this policy.