



Precision Dispensing Pumps

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Accessibility Policy

Policy Statement

HIBAR Systems Limited (“**HIBAR**”) is committed to the objectives of the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”) and the *Ontario Human Rights Code*.

HIBAR has made a commitment to be accessible for everyone who uses our services and accepts the responsibility for ensuring a safe, dignified, and welcoming environment for everyone. Providing an accessible and barrier-free environment is a shared effort, and as an organization, HIBAR is committed to working with the necessary parties to make accessibility for all a reality.

HIBAR will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

HIBAR has formulated this accessibility policy to comply with the requirements under the AODA and Integrated Accessibility Standards (“**IAS**”). This policy describes the various policies and procedures developed by HIBAR to achieve or continue to achieve accessibility through meeting its requirements referred to under the IAS.

Customer Service Standard

HIBAR is committed to excellence in servicing all customers including people with disabilities. Please refer to our Customer Service Policy for details about how HIBAR will deal with the following:

- Communication and Feedback
- Assistive Devices
- Support Animals
- Support Persons
- Notice of Temporary Disruption

Multi-Year Accessibility Plan

HIBAR has developed and will maintain a Multi-Year Accessibility Plan (“**Accessibility Plan**”) that sets out HIBAR’s strategy for preventing and removing accessibility barriers from its workplace. The Accessibility Plan will be reviewed and updated at least once every five years.



Please refer to the Accessibility Plan for details about how HIBAR will address the following:

Information and Communication Standard:

- Accessible Emergency Information
- Feedback from Customers and Employees
- Accessible Formats and Communication Supports
- Emergency Procedures/Plan or Public Safety Information
- Accessible Websites & Web Content
- Self-Serve Kiosks

Employment Standard:

- Recruitment, assessment and selection
- Accessible formats and communication support for employees
- Workplace emergency response information
- Documented Individual accommodation plans
- Return to work process
- Performance Management
- Career Development and Advancement
- Redeployment

The Transportation Standard, Design of Public Spaces and Built Environment Standard do not pertain to HIBAR at this time. Should this change in the future, HIBAR will ensure it meets the requirements of these standards

The Accessibility Plan is posted on HIBAR's website. Upon request, HIBAR will provide a copy of the plan in an accessible format. Please contact Human Resources using the contact information noted below.

Recruitment and Career Development

HIBAR will advise employees and the public about the availability of accommodation for applicants with disabilities.

HIBAR will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected job applicant requests accommodation relating to their participation in the hiring process, HIBAR will consult with the individual and provide or arrange for the provision of suitable accommodation that takes into account the applicant's disability-related needs.

When making offers of employment, HIBAR will notify successful applicants of our policies for accommodating employees with disabilities.



HIBAR will ensure that the accessibility needs of employees with disabilities as well as individual accommodation plans are taken into account if HIBAR is using performance management, career development, and redeployment processes.

Training

HIBAR will provide training to all of its employees and volunteers. Anyone who participates in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of HIBAR, will also be trained on AODA and on the Ontario Human Rights Code as it relates to people with disabilities. Training will also be included as part of orientation for all new hires. The training provided will take into consideration and be appropriate to the duties of those receiving the training.

Records of the training provided will be maintained and will include: (i) the dates on which training was provided and (ii) the details of individuals to whom training was provided.

Accommodation Policy and Plans

HIBAR has developed a written policy detailing the process of accommodation related to disabilities and return to work after a period of absence due to a disability. This policy also includes the process for the development of individual accommodation plans for employees with disabilities. 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.

Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy or if the purpose of the policy is not understood, please contact us in person or by e-mail:

In Person: 35 Pollard Street, Richmond Hill, Ontario, Canada, L4B 1A8.

By E-mail: accessibility@hibar.com

Accessible formats of this document are available upon request, please contact us using the contact information noted above.

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