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www.mccannredimix.ca

Accessibility Policy

Requirement: Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act.

McCann Redi-Mix Inc. 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 in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

McCann Redi-Mix Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

McCann Redi-Mix Inc. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

McCann Redi-Mix Inc. is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. We train all staff in accessible customer service standard training during our new worker orientation program.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons.

McCann Redi-Mix Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided by communicating directly with ownership, specifically, McCann Redi-Mix Inc. operations manager, Jesse McCann. Mr. McCann can be reached by telephone at 519-237-3647, e-mail at jesse@mccannredimix.ca or in person at our head office located at: 69478 Bronson Line, R.R. #3 Dashwood, ON. N0M 1N0.