

DDC Policy Statement - Accessibility for Individuals with Disabilities

Our Commitment

Drone Delivery Canada (DDC) is committed to providing exemplary services to all employees and customers, including people with disabilities. DDC strives at all times to ensure that policies and procedures established with respect to provisions of its goods and services to persons with disabilities are consistent with the principles of dignity, independence, integration and equal opportunity as provided in Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (the "AODA"), Ontario Regulation 429/07 (the "Customer Service Standard"), the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Ontario Building Code Act.

DDC will make every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause DDC undue hardship. DDC is committed to maintaining current and effective processes by consulting with key stakeholders who will aide in the overall ability to enhance the accessibility to persons with disabilities. DDC will incorporate training at all staff levels and within new employee orientation materials to ensure all employees are aware of the possible needs both with colleagues and the public they may be serving.

Accessibility Plan

DDC will strive to achieve the goal of becoming an accessible business with continuous short and long term initiatives focusing on the needs of persons with disabilities. These include but are not limited to:

- Staying abreast of industry initiatives and requirements
- Updating and maintaining our policies and procedures with accessibility in mind
- Ongoing monitoring of necessary changes or updates with respect to infrastructure
- Consulting with employees with disabilities to better understand the needs for accessibility
- Reviewing employee and customer feedback

Assistive Devices

Persons with disabilities are permitted, to use their own assistive devices when on DDC's premises for the purpose of obtaining, using or benefiting from DDC's goods and services or during any customer meetings on site.

If there is a physical, technological or other type of barrier that prevents the use of an assistive devices on our premises we will first endeavor to remove that barrier. If we are not able to remove the barrier, we will ask the client how they can be accommodated and what alternative methods of service would be more accessible to them. We will make every effort to provide an alternative means of assistance to the client with a disability.

Employees will receive training on various assistive devices that may be used by customers with a disability while accessing our goods and services.

Information and Communication

When communicating with persons with a disability, DDC will take into account the particular individual's needs and circumstances and preferred method of communication. We can communicate with customers in writing, via telephone, email, or meetings, either in person or via video conferencing (where available). DDC's employees will be trained on how to interact and communicate with people

with various types of disabilities in order to ensure that we provide responsive and effective communication. All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

Use Service Animals and Support Persons

DDC is welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. DDC welcomes people with disabilities who are accompanied by a support person and any person with a disability who is accompanied by a support person will be allowed to enter DDC premises with their support person. It is the responsibility of the client using the service animal to ensure that the service animal is kept in control at all times

DDC will train employees on how to interact with customers who are accompanied by service animals or support persons.

Employment Accessibility Standards

DDC is committed to offering fair and accessible employment practices. We take steps to notify internal employees and employment candidates of our ability to accommodate people with disabilities during a recruitment and/or assessment period and also upon hiring.

DDC has developed 'return to work' policies for existing employees who may have been absent due to a disability and require assistance to continue in their position.

Notice of Temporary Disruption

DDC is aware of the importance of the operation of its services however temporary disruptions may occur from time to time. Whenever reasonably possible, DDC will notify affected customers promptly in the event of a planned or unexpected disruption of services or facilities used by people with disabilities. This notice will include information about –

- the reason for the disruption
- its anticipated duration
- and a description of alternative services, if available
- The notice will be posted at the location where services is provided, on our website, or by other reasonable methods according to the circumstances.

Training

DDC will provide training as required by the AODA Act to all persons to whom this policy applies. Training shall be provided on an ongoing basis whenever changes are made to this Policy to ensure that this Policy is properly implemented at all times.

Training will include the following:

- An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- Training on how to interact and communicate with people with various types of disabilities;
- Training on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- Training on what to do if a person with a disability is having difficulty in accessing the goods and services;
- Training on the policies, practices and procedures relating to the Customer Service Standard.



DDC will keep records of the training provided, including the dates on which training was received and the names and number of participants.

Processes

This Policy and any corresponding practices and procedures will be made available to any person on request. Upon request, DDC shall provide this Policy and any other forms created pursuant to the Customer Service Standard in a format that takes into account the disability of the person submitting the request.

Feedback Process

DDC welcomes feedback regarding this Policy. Customers who wish to provide feedback regarding the way DDC provides goods and services to people with disabilities can do it in writing, by email or by phone.

DDC will commit to respond in a timely manner. The author of the feedback will be provided a response in the format requested (or the most appropriate format where no request was made) outlining the actions taken within ten (10) business days.

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