

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

Len Corcoran Excavating Ltd. (LCE) is committed to excellence in serving all customers and pedestrians including those with disabilities. We as a company are well known for being compassionate and caring about people.

We at LCE will ensure that our staff are trained in communicating with people with disabilities in ways that consider their disability, and various assistive devices that may be used while accessing our goods and services or navigating our projects. We welcome people with disabilities and their service animals on the parts of our premises and projects that are open to the public, persons with a disability who are accompanied by a support person will be allowed to have that person accompany them.

We at LCE are committed to providing easy access for the public including those with disabilities on all of our work projects. We realize that our projects are very dynamic and constantly changing, and that our accessibility solutions need to be also. We are aware that some of these solutions will need to be thought of and designed based on their individual challenges on the spot while work is continuing.

Len Corcoran Excavating Ltd. is committed to creating and maintaining a clearly visible 1.5-meter-wide, hard surface walkway. Incorporating adequate ramping/sloping when traversing from elevation/level changes, adequate way finding signage and delineation will be used to provide those traveling a clear definition of hazards and direction. Built to allow easy access to all manner of assistive devices from baby strollers to powered assistive scooters. We designate a location to allow assistive transportation to pick up or drop off for those with disability or mobility concerns, as close as safely possible to our site and the locations effected by our work. During working hours Public Relations/Traffic Control Personnel are posted on our sites as needed to answer questions and offer assistance to anyone in need.

Len Corcoran Excavating Ltd. provides training to all employees who interact with the public. Customer service and public relations representatives onsite and in the office, managers and supervisors will be trained and familiar with AODA and how to best serve those with disabilities. Supervisors are made aware Accessibility Design Standards which are referenced when designing site access solutions. This training will be conducted and refreshed annually along with our corporate health and safety policy. This training will consist of an overview of the Accessibility for Ontarians with Disabilities Act (AODA), how it is related to the various levels of customer service and how it applies to our projects, how to interact and communicate with people with various types of disabilities, how to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person, and what to do if a person with a disability is having difficulty accessing LCE's work sites or services.

In the event that our office at 2212 Sydenham Rd. Elginburg, Ontario has a planned or unexpected disruption to services or facility, LCE will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternate services, such as LCE's website at [www.lencorex.com](http://www.lencorex.com) designed to AODA standards. This notice will be placed on the front accessible entrance of the office. Customers that wish to provide feedback can do so by contacting LCE office at 2212 Sydenham rd. in Elginburg Ontario or phone 613-542-0820. All feedback will be handled by the Customer Service Representatives. Customers can expect to hear back within five (5) business days.