

## BRISTOL MACHINE WORKS LTD.

### MULTI-YEAR ACCESSIBILITY PLAN

2020-2025

*The following is a condensed version of Bristol Machine Works multi-year accessibility plan.  
For the full document please see the contact information below.*

### INTRODUCTION

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was implemented in order to create standards to improve accessibility for Ontarians with disabilities.

One of the requirements under the Integrated Accessibility Standard Regulation (IASR) is to establish and maintain a written multi-year accessibility plan. Bristol Machine Works multi-year plan outlines our commitment to identifying and removing accessibility barriers over the next five years. Our plan is located on our website as well as being provided in an accessible format upon request. Bristol Machine works will evaluate and update the plan as required at least once every five years to ensure that our organization remains compliant with requirements under the AODA.

### STATEMENT OF COMMITMENT TO ACCESSIBILITY

Bristol Machine Works Ltd. is committed to providing a barrier-free environment for all, including our clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards and regulations and will ensure that we offer a safe and welcoming environment that is respectful of each person's dignity and independence.

### Accessibility Customer Service Standard

Bristol Machine Works Accessible Customer Service policy is available in an accessible format upon request; and outlines the procedures for providing goods and services to people with disabilities, incorporating the principles of dignity, independence, integration and equity and outlines the procedures for:

Superior Quality is Our Commitment

- The use of service animals and support persons for Bristol Machine Works;
- Use of assistive devices;
- Training for staff who deal with customers with disabilities and for staff who contribute to the development of accessibility policies; and
- The feedback process for customers to submit concerns

## Accessibility Feedback

Bristol Machine has an accessible feedback process in place. Feedback can be provided in multiple formats, including in person, by phone, and through email.

Address: 2100 Algonquin Road

Sudbury ON P3E 4Z6

Telephone: 705-522-1500

E-mail: [gburke@bristolmachine.com](mailto:gburke@bristolmachine.com)

## Accessibility Plan

The Integrated Accessibility Standard Regulation (Ontario Regulation 191/11) consisted of 6 parts:

- I. General Requirements
- II. Information and Communication Standards
- III. Employment Standards
- IV. Transportation Standards
- V. Design of Public Spaces Standards
- VI. Compliance

## Plans to Meet Future Requirements

2020 and Beyond:

-If Bristol Machine Works constructs or redevelops any of its facilities or buildings after January 2020, we will consider any accommodations that would make Bristol Machine Works more accessible.

-All policies and procedures that are newly created or evaluated and modified will take accessibility and accommodation into consideration and be implemented in accordance with the AODA.

---

Superior Quality is Our Commitment