

# Bullet Trade Services: Accessibility Policy

## Statement of Organizational Commitment

Bullet Trade Services is committed to prioritizing accessibility for all. We are dedicated to ensuring that our services are inclusive and accessible to everyone. We value feedback, collaboration, and ongoing training, striving for continuous improvement always. Bullet Trade Services is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code and understands the obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

## Training

Bullet Trade Services trains all employees in Ontario's accessibility standards, in accordance with the AODA, and the Human Rights Code as it relates to those with disabilities. Training includes:

- Review of the *Accessibility for Ontarians with Disabilities Act, 2005*
- Guidelines for engaging and communicating effectively with individuals with disabilities
- Review of Bullet Trade Services Accessibility Policy

## Devices and Equipment

We welcome individuals with disabilities to utilize their personal assistive devices or equipment when accessing our goods, services, or facilities. If the use of an assistive device poses a significant health or safety concern that cannot be mitigated, or if there are other valid reasons prohibiting its use, alternative measures will be evaluated with the customer and a solution implemented on a case-by-case basis.

## Communication

We communicate with individuals with disabilities in a manner that accommodates their specific needs and work with them to find a suitable means of communication if the options offered are not adequate. This may involve utilizing various methods of communication, such as:

- Verbal and written communication
- Visual aids
- Other accessible formats as requested or required

## Service Animals and Support Persons

Service animals and support people are allowed in areas of our facility that are also open to both the public and third parties. Bullet Trade Services' contracted clients reserve the right to their own accessibility policies as they relate to their facilities. In some instances, and as it relates to safety requirements, employees of Bullet Trade Services and our clients may request documentation from a licensed professional confirming the necessity of a service animal prior to the animal being permitted on site. Other laws may prohibit service animals from visiting, and in such situations, we will discuss other ways for a person with disabilities to access our services.

## Notice of Temporary Disruption

Should an expected or unexpected service disruption occur in relation to accessibility for those with disabilities, Bullet Trade Services will notify those affected immediately via a public memo posted around the facility and on the general information and Health and Safety board, including the reason for the disruption, duration, and alternative facilities or services that can be accessed, if needed.

## Feedback

Bullet Trade Services encourages and values feedback as it relates to delivering accessible services to those with disabilities. Feedback may be provided via:

- Email
- Phone
- Direct social media messages
- In-Person

Any complaints will be addressed promptly and delivered to the directing manager for review and action. Customers can expect to hear back within 7 business days of the original feedback date. Included in the follow-up is the plan of action or a reason why no action is being taken.

## Notice of Document Availability

Bullet Trade Services notifies the public that documents related to accessible customer service are available upon request, and in an accessible format if needed. Notices are posted in the public reception area of each Bullet Trade Services owned facility.

## Information and Communications

Our response process is designed to be accessible to individuals with disabilities. We ensure communication with people with disabilities is adapted to their specific needs, and upon request, we offer information and support in formats that are accessible. If we are unable to provide

information or communication in an accessible format, a rationale will be provided as to why it cannot be converted, and we will work with the customer to find an alternative solution.

## Employment

Bullet Trade Services informs job seekers that accommodations can be provided during the recruitment and hiring process. We work with applicants, employees, and the public to adapt and offer solutions that take accessibility needs into account. Emergency information and plans will be provided in an accessible format, and if requested, a designated person will be assigned to assist the employee during an emergency. Additional accommodation will be provided in the event an employee is absent from work due to a disability, and the employee will be consulted with to determine the best return to work process.

## Changes to Existing Policies

Any policies within Bullet Trade Services that fail to uphold and advance the principles of dignity, independence, integration, and equal opportunity for those with disabilities will be modified or removed.

This document is accessible to the public and alternative formats can be provided upon request.