



ACCESSIBLE CUSTOMER SERVICE POLICY STATEMENT

POLICY NUMBER:
HSMS-POL-332 Rev. 0
Element #1 PAGES: 1
Issued March 21, 2019
Revised June 25, 2025

Our Commitment

Hayman Construction Inc. is committed to excellence in serving all customers including people with disabilities that respects the dignity and independence of persons with disabilities.

Our Actions

Hayman Construction Inc. will provide training to workers, volunteers and others who deal with the public or other third parties on our behalf. Individuals in the following positions will be trained - management, office staff, site superintendents, site supervisors and others as deemed necessary by management. Training will include all elements as listed in Ont. Reg. 429/07.

Hayman Construction Inc. welcomes all assistive devices, service animals, support persons that all persons with disabilities may require. Every accommodation - within the requirements of the Occupational Health and Safety Act and Ont. Reg. 213/91 - will be made if the person with disabilities requires access to a construction project.

A copy of this policy will be posted on office/ administrative premises and all active construction projects.

People with disabilities who wish to provide feedback on the way Hayman Construction Inc. provides goods and services to people with disabilities, can provide a written or verbal report to the president of Hayman Construction Inc. who will provide a written response within 21 days.

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, Hayman Construction Inc. will clearly post a notice at the entrance containing information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services if available.

Any policy of Hayman Construction Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Any person may request a copy of the Hayman Construction Inc. policy, plan and training program. Yours Truly,

A handwritten signature in purple ink, appearing to read 'Peter Hayman'.

Peter Hayman
President
Hayman Construction Inc.
June 25, 2025