



Policy	<b>Accessibility Plan Policy</b>
Updated	November 30, 2020
<b>Requirement</b>  Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.	
<b>Message from the President</b>  Trinity Aerospace Corp. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.  We are committed to excellence in serving all customers including people with disabilities. Our policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.	
<b>Introduction</b>  Trinity Aerospace is a Transport Canada Approved Manufacturing Organization (#47-05) with AS9100 and ISO 9001 certification to the latest standards. We hold key Aerospace OEM approvals and are registered with the Controlled Goods Directorate for military/defence applications.  Our services include parts development, parts manufacturing/processing and after sales support. Trinity produces sheet metal & machined detail parts and assemblies.  Trinity Aerospace Corp. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.	



Trinity Aerospace Corp. is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **Past Achievements to Remove and Prevent Barriers**

This document includes a summary of the accessibility initiatives Trinity Aerospace Corp.

#### **Customer Service**

-Trinity Aerospace Corp. has taken steps to ensure compliance with the Customer Service Standard.

-We can help anyone with accessibility concerns with

our website <https://www.trinityaerospace.com> by calling +1 905-612-0754 or emailing [hr@trinityaerospace.com](mailto:hr@trinityaerospace.com).

-In the event that feedback is received, all requests are evaluated by the Management to determine the next steps.

-At this time, we have determined there are no barriers to receiving feedback.

For more information about Ontario's Customer Service Standard, visit [ontario.ca/accessibility](http://ontario.ca/accessibility).

#### **Information and Communications**

Over the past several years, Trinity Aerospace Corp. implemented a feedback process on our website, which includes a phone line and an email address.



## **Employment**

Trinity Aerospace Corp. has been reviewing its hiring practices to determine whether new processes for recruiting support are required.

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## **Strategies and Actions**

Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

## **Customer Service**

-Trinity Aerospace Corp. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Trinity Aerospace ensures every new employee will be trained on customer services in order to comply with the Customer Service Standard.

## **Information and Communications**

Trinity Aerospace Corp. is committed to making our information and communications accessible to people with disabilities.

Trinity Aerospace is in the process of reviewing its information and communication practices for persons with disabilities and will introduce corresponding initiatives.

## **Employment**

Trinity Aerospace Corp. is committed to fair and accessible employment practices.

Trinity Aerospace Corp. is in the process of reviewing its employment practices for persons with disabilities and will introduce corresponding initiatives.

**Training**

Trinity Aerospace Corp. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

**Design of Public Spaces**

Trinity Aerospace Corp. will meet accessibility laws when building or making major changes to public spaces.

**For More Information**

For more information on this accessibility plan, please contact Human Resources at [hr@trinityaerospace.com](mailto:hr@trinityaerospace.com) or 905-612-0754

Standard and accessible formats of this document are free on request from Human Resources.