

Accessibility Policy

Statement of Commitment

RBR is committed to providing access to our facilities and delivering excellent customer service at all times for clients and visitors, and in a way that respects the dignity and independence of people with disabilities.

Purpose

The purpose of this policy is to document RBR's Accessibility Policy to ensure accessibility for persons with disabilities by identifying, removing and preventing barriers that might interfere with the ability to obtain the goods and services provided by RBR.

Application

This policy shall apply to every person who deals with members of the public or other third parties on behalf of RBR, whether that person does so as an employee, independent contractor, agent, volunteer, or otherwise. The policy shall also apply to every person involved in the development of policies, procedures and practices pertaining to the provision of goods and services by RBR.

Providing Goods and Services to People with Disabilities

Communication

RBR Ltd. will identify and implement mechanisms designed to ensure we can communicate with people with disabilities seeking to access and obtain our goods and services in ways that take the person's disability into account.

Assistive Devices

RBR will facilitate the use of assistive devices by people with disabilities in order to access and obtain RBR's goods and services, unless otherwise prohibited due to health and safety or privacy concerns. It is the responsibility of the person with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Service Animals

RBR will permit people with disabilities to be accompanied by their service animal and to keep the service animal with them when accessing parts of our premises which are open to customers, unless the animal is otherwise prohibited by law from doing so. It is the responsibility of the person with the disability to ensure that his or her service animal is kept in control at all times.

Support Persons

RBR will permit people with disabilities to be accompanied by a support person when accessing parts of our premises which are open to customers.

Service Disruptions

RBR will provide notice in the event of a planned or unexpected disruption in the facilities or accessible services usually used by people with disabilities to access RBR's goods or services. Although RBR cannot provide the same guarantee in emergency temporary disruption situations, every reasonable effort will be made to give adequate notice. A notice regarding a temporary disruption will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Requests for Alternate Formats

When a person requests a document in an alternative format due to a disability, RBR will provide the document in an alternative format, as mutually agreed by RBR and the individual.

Accessible Emergency Information

RBR will provide its customers with information concerning emergency procedures in an accessible manner upon request.

Training

RBR will train its employees and other individuals who provide services to the public on RBR's behalf on the provision of its services to persons with disabilities. Training will be provided on an ongoing basis.

Feedback Process

RBR is committed to providing high quality goods and services to all of its customers. Feedback from customers and/or third parties is welcomed as it may identify areas that require change and encourage continuous service improvements. Feedback from a member of the public about the delivery of goods and services to persons with disabilities can be provided by contacting hr@rbr-global.com.