**Harold Marcus Limited Accessibility Policy**

**1. Introduction**

Harold Marcus Limited is committed to ensuring equal access and participation for all individuals, including those with disabilities. We believe in creating an inclusive environment where everyone can engage with our services and products, fostering a culture of accessibility within our organization.

**2. Purpose**

The purpose of this Accessibility Policy is to outline our commitment to accessibility, establish clear guidelines and procedures to improve access to our services and facilities, and ensure compliance with applicable accessibility legislation and standards.

**3. Scope**

This policy applies to all employees, contractors, volunteers, and customers of Harold Marcus Limited. It covers all aspects of our business operations, including facilities, communication, technology, and customer service.

**4. Policy Statements**

**4.1 Commitment to Accessibility**

Harold Marcus Limited is dedicated to:

* Providing goods, services, and facilities that are accessible to all individuals, including those with disabilities.
* Continuously improving accessibility through regular review and updates of our practices, procedures, and policies.
* Complying with all relevant accessibility legislation and standards.

**4.2 Communication**

We will ensure that:

* All communication, whether written, verbal, or digital, is accessible and easy to understand.
* Alternative formats of communication (e.g., large print, audio) are available upon request.

**4.3 Facilities and Physical Access**

Harold Marcus Limited will:

* Ensure that our facilities are physically accessible to individuals with disabilities, including entrances, exits, and restrooms.
* Conduct regular accessibility audits of our facilities and implement necessary improvements.

**4.4 Customer Service**

We are committed to:

* Training all employees, contractors, and volunteers on accessibility awareness and best practices.
* Offering assistance to customers with disabilities, including providing accessible customer service counters and support.
* Welcoming feedback on how we can improve accessibility and addressing any barriers identified.

**4.5 Employment Practices**

Harold Marcus Limited will:

* Ensure our recruitment, hiring, and employment practices are accessible and inclusive.
* Provide reasonable accommodations for employees with disabilities to perform their job duties effectively.
* Foster an inclusive workplace culture that values diversity and accessibility.

**4.6 Emergency Procedures**

We will:

* Develop and implement emergency procedures that take into account the needs of individuals with disabilities.
* Ensure all employees are trained on these procedures and know how to assist individuals with disabilities in an emergency.

**5. Roles and Responsibilities**

* **Management**: Responsible for implementing and enforcing this policy, allocating resources for accessibility improvements, and ensuring compliance with legislation.
* **Employees**: Required to follow accessibility practices, attend training, and assist customers and colleagues with disabilities as needed.
* **Accessibility Coordinator**: Designated individual responsible for overseeing accessibility initiatives, conducting audits, and being the point of contact for accessibility-related concerns.

**6. Monitoring and Review**

This Accessibility Policy will be reviewed annually, or as needed, to ensure it remains current and effective. Feedback from employees, customers, and other stakeholders will be considered during the review process.

**7. Feedback and Contact Information**

Harold Marcus Limited welcomes feedback on our accessibility efforts. Individuals can provide feedback or request accommodations by contacting:

Accessibility Coordinator: Kyle Campbell
Harold Marcus Limited
15124 Longwoods Rd, Bothwell ON N0P 1C0
519-695-3734
kyle@haroldmarcus.com

**8. Compliance**

Failure to comply with this Accessibility Policy may result in disciplinary action. All employees, contractors, and volunteers are expected to uphold the principles outlined in this policy and contribute to a culture of accessibility and inclusion.

By implementing this Accessibility Policy, Harold Marcus Limited reaffirms its commitment to creating an accessible and inclusive environment for all.