

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), Friendship Industries, Inc will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

Employment: Friendship Industries, Inc does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: Friendship Industries, Inc will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Friendship Industries, Inc's programs, services and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Friendship Industries, Inc will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a Friendship Industries, Inc program, service, or activity, should contact the Friendship Industries Inc's ADA Coordinator Patricia Craft at 540-434-9586 or compliance@friendship-industries.com as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require Friendship Industries, Inc to take any action that would fundamentally alter the nature of its programs or services, or impose any undue financial or administrative burden.

Complaints that a Friendship Industries, Inc program, service, or activity is not accessible to persons with disabilities should be directed to Friendship Industries Inc's ADA Coordinator Patricia Craft at 540-434-9586 or compliance@friendship-industries.com.

Friendship Industries, Inc will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

Friendship Industries Inc's ADA Grievance Procedure

Friendship Industries, Inc, has a Grievance Procedure which also meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Friendship Industries, Inc..

The Complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, location, date, and description of the alleged discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Patricia Craft
Friendship Industries, Inc
801 Friendship Drive, Harrisonburg, VA 22802
540-434-9586
TTY/TDD (for the deaf or hard-of-hearing) 1-800-828-1120 or 711

Within 15 calendar days after receipt of the complaint Friendship Industries, Inc, or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting Patricia Craft or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain Friendship Industries, Inc's position and offer options for substantive resolution of the complaint.

If Friendship Industries, Inc's response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Virginia Department of Rail and Public Transportation.

All written complaints received by Patricia Craft or their designee, appeals to the Department of Rail and Public Transportation or their designee, and responses from these two offices will be retained by Friendship Industries, Inc for at least three years.