



Accessibility Standard for Customer Service

Issue date October 2, 2013

POLICY

AarKel Tool and Die Inc. is committed to providing goods and services in a manner that, as much as reasonably possible, respects an individual's dignity, independence, integration, and equality of opportunity, including, for those with disabilities. In its ongoing efforts to strive for accessibility the Company endorses the *Accessibility for Ontarians Disability Act, 2005 (the "AODA")* and the supporting regulations.

PURPOSE

This policy is to outline the practices and procedures approved by the Company in order to meet the obligations of the *AODA* and specifically Regulation 429/07.

SCOPE

This Statement of Policy and Procedure applies to all employees.

APPLICATION

- 1 This policy aims to ensure that people with disabilities are given the same opportunity as others to obtain and benefit from goods and services offered by the Company. Reasonable efforts will be made to ensure that goods and services offered by the Company are provided in such a way that principles of independence, dignity, integration and equality of opportunity are respected.
- 2 Reasonable efforts will be made to ensure that people with disabilities have the same opportunity of access to the Company's goods and services in the same location and in a similar way as these goods and services are available to all others that the Company serves, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable the person to access the particular goods or services.
- 3 When communicating with a person with a disability, the person's specific disability will be taken into account.

(a) Use of assistive Devices

People with disabilities may use their own personal assistive devices while obtaining any goods or services provided by the Company.

A person with a disability may enter any premise of the Company with that assistive device unless not allowed by law. If the device is not allowed by law, the person will be so advised and alternate options will be explored. If the barriers to the use of an assistive device exist at any premises, these barriers, where reasonably possible, will be removed.

(b) Service Animals

Service animals are allowed to enter premises with any person with a disability, except where animals are not allowed by law. Where an animal is not allowed by law, alternate options will be explored to provide the goods and/or services to the person with a disability.

Where there is a risk to the health and safety of another person as a result of the presence of a service animal, consideration must be given to options available prior to the exclusion of a service animal. The situation will be fully analyzed and all measures to eliminate the risk will be considered.

(c) Support Persons

Support persons are allowed to attend with any person with a disability in any area to which the person with the disability is otherwise permitted or required, on any Company premise. This will include at any meetings or interviews.

In some instances, the Company may require that a person with a disability be accompanied by a support person when on Company premises, but only in such instances where a support person is necessary to protect the health and safety of the person with the disability, or others on the premises.

(d) Notice of Temporary Disruption

If there is a temporary disruption of facilities or services typically used by people with disabilities, notice of the disruption will be provided. Notice will include information about the reason for the disruption, the anticipated duration of the disruption and a description of alternative facilities or services if any that are available. This policy enables company staff, as appropriate, to prepare and implement required notices.

Notices may be given by posting the information at the premises, on the Company website, voice messaging or any other reasonable alternative in the particular circumstances.

(e) Customer Service Training

The Company will ensure that the following persons receive training about the provision of its goods and services to persons with disabilities.

- Those who deal with members of the public or customers on behalf of the Company, whether as an employee, volunteer or agent ; and
- Those who participate in developing the Company's policies, practices and procedures governing the provision of goods and services to members of the public or customers.

The training will include a review of the purposes of the AODA and the requirements of Regulation 429/07 and address the following matters:

- How to interact and communicate with persons with various types of disabilities;

Individuals in the following positions will be appropriately trained:

President, Operations Manager, CFO, Business Development Managers, Outside Sales, Quality Manager, Hr. Admin, IT Manager, Controller, Assembly Manager, Machining Manager, Engineering Manager, Design Leaders & Designers, Scheduling /Outsourcing, Program Managers, Purchasing Coordinator, Maintenance, Shipping & Receiving, Logistics, Accounts Payable/Reception.

Definitions

“disability” means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)