

Accessibility and Customer Service Policy

PURPOSE:

Latem Industries is committed to the accessibility of our goods, services, facilities and employment opportunities in a timely manner that is accessible to people with disabilities. We respect the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers. As well as this policy, the company has a Statement of Commitment regarding Accessibility for Persons with Disabilities, and a Multi-Year Accessibility Plan. These can be accessed thru various media types upon request and by contacting Human Resources.

SCOPE:

This policy applies to all customers and employees of Latem Industries.

The ultimate goal of Latem Industries is to meet the needs of people with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way Latem Industries meets the needs of people with disabilities can be made in writing, in person, online, by email, telephone or any other method. Mail should be addressed to: Human Resources, 90 Struck Court, Cambridge, Ontario, N1R 8L2, 519-740-0292 or fax 519-740-8436. All feedback will be directed to management. Customers can expect a timely response through email or telephone.

GENERAL POLICY:

- **Multi-year Accessibility Plan:** We will maintain a Multi-year Accessibility Plan. It will be reviewed and updated at least once every five years. It will show our commitment to removing barriers and preventing new ones. It will be made available to the public and provided in an accessible format when requested.
- **Information and Communication:** We will communicate with people with disabilities in ways that take into account their disability. When providing information to, or communicating with, a person with a disability, we will provide upon request, the information and communication in an accessible format or with a communication support. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.
- **Accessible Website:** We are committed to working toward an accessible website and website content that will comply with the World Wide Web consortium Web Content Accessibility Guidelines initially at Level A and moving towards Level AA standards.
- **Employment:** Our employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information to employees who have a disability. Our hiring practices, performance management and career development processes will take into account the accessibility needs of employees with disabilities.

- **Documented Individual Accommodation Plans:** Our process for the development of documented individual accommodation plans will consider:
 - How to include the employee in the development of the plan
 - How we consider the employee on an individual basis
 - How we would proceed in getting a medical or other expert's opinion on the accommodation of the employee and at our own expense
 - How other representatives or agents may or may not be involved
 - How the employee's personal information will be protected
 - How often the plan will be reviewed and how it will be done
 - How the plan will be provided in a format that respects the individuals needs due to a disability

- **Return to Work Process:** Our process for the development of a return to work process for employees with disabilities who have been absent due to their disability and require accommodations to return to work will:
 - Outline the steps we will take to facilitate the employee's return to work
 - Use their Individual Accommodation Plan (where it exists) as part of the process

- **Training:** We will provide training to employees, volunteers, students and all others who provide goods & services on behalf of our organization. It will include Accessibility requirements from the Integrated Accessibility Regulation and Accessible Customer Service Standard, and the Human Rights Act which prohibits discrimination in employment or in the provision of goods and services based on prohibited grounds. Note: Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

- **Telephone Services:** We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

- **Assistive Devices:** We will ensure that our staff is made aware of various assistive devices that may be used by others with disabilities.

- **Billing:** We are committed to providing accessible invoices to all of our customers. Invoices will be provided in the following formats upon request: hard copy, large print, e-mail, etc.

- **Service Animals and Support Persons:** We are committed to welcoming people with disabilities who are accompanied by a support person or a service animal on the parts of our premises that are open to the public and allowable by governing regulations. We will also ensure that all staff who deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal or support person. If confidential information needs to be shared in front of the support person, consent will be obtained from the customer, prior to any conversation.

- **Notice of Temporary Disruption:** Latem Industries will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

Responsibilities

Human Resources Manager will:

1. Review this policy on an annual basis, and revise when necessary;
2. Provide customers and interested parties with a copy of this policy upon request;
3. Make this policy available in alternate formats upon request;
4. Ensure that applicable staff members are appropriately trained regarding the Customer Service Accessibility Act;
5. Ensure that notice is provided for any disruption of service;
6. Collect and follow up on customer feedback;
7. Upon request, provide information (including emergency information) in a way that is accessible to a person with a disability.

Employees will:

1. Attend and complete Accessibility and Customer Service Policy training;
2. Provide consistently high levels of customer service to all customers, and ensure that they are served in a manner that allows access to all services offered;
3. Employ the skills and knowledge presented in the Accessibility Training program to ensure that customers and coworkers are treated and served appropriately;
4. Inform management of any issues regarding accessibility, or disruptions in service;
5. Adhere to the Accessibility Policy at all times;
6. Provide assistance to customers and coworkers where necessary, and ensure that all walkways are kept clear at all times;
7. Obtain consent from the customer or employee in the event that confidential information must be shared with a support person.

Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. The contents of this policy are subject to change at the sole discretion of the company at any time.

All employees must adhere to this Policy and ensure that any employees working under their direction will adhere to these guiding principles. If any employee violates the rules/procedures outlined in the Policy they may face corrective action, up to and including termination of employment.