

Johnsonite Canada Inc. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessible Customer Service Plan

Providing Goods and Services to people with Disabilities

Summary

Johnsonite Canada Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disabilities.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public unless otherwise excluded by law.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Johnsonite Canada Inc. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

This notice will be placed on all doors and in common areas and any other methods that may be reasonable under the circumstances.

Training

Johnsonite Canada Inc. will ensure appropriate training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained: all front office staff/management, maintenance staff, shipping staff, team leaders and lead hands. This training will be

provided to new staff within 3 days of hiring. Records will be retained of all training provided.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Johnsonite Canada Inc.'s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Johnsonite Canada Inc.'s goods and services

Staff will also be trained when changes are made to our plan.

Feedback Process

Customers who wish to provide feedback on the way Johnsonite Canada Inc. provides goods and services to people with disabilities will be able to do so verbally, by e-mail or by our suggestion box. All feedback, including complaints, will be directed to our Human Resources Manager. Customers can expect to hear back within 7 days.

Notice of Availability

Johnsonite Canada Inc. will notify the public that our policies are available upon request by posting a notice in the lobby of our facility and on the website.

Modifications to this or other policies

Any policy of Johnsonite Canada Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.