

Issue Date: November 28, 2011
Review Date: February 11, 2016
Revision Date: March 6, 2012

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Approved by: President
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PURPOSE

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Fabricated Plastics Limited shall follow the principles of dignity, independence, integration and equal opportunity.

SCOPE

- a) This policy applies to the provision of goods and services at premises owned and operated by Fabricated Plastics Limited.
- b) This policy applies to employees, volunteers, and/or contractors who deal with the public or other third parties that act on behalf of Fabricated Plastics Limited, including when the provision of goods and services occurs off the premises of Fabricated Plastics Limited such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Fabricated Plastics Limited.
- d) This policy shall also apply to all persons who participate in the development of the Fabricated Plastics Limited's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

DEFINITIONS

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

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Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

GENERAL PRINCIPLES

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

A. The Provision Of Goods And Services To Persons With Disabilities

Fabricated Plastics Limited will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

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B. Communication With Persons With Disabilities

When communicating with a person with a disability, Fabricated Plastics will do so in a manner that takes into account the person's disability.

C. Assistive Devices And Other Measures That Assist With Accessibility

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Fabricated Plastics Limited.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

In these situations and others, Fabricated Plastics may offer a person with disability other reasonable measures to assist him or her in obtaining, using and benefiting from the Company's goods and services, where the Company has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

D. Service Animals

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

If it is not readily apparent that the animal is a service animal, the Company may ask the person with a disability for a letter from a physician confirming that the person requires the animal for reasons relating to his or her disability. The Company may also ask for a valid identification card signed by the Attorney General of Canada; or, a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Fabricated Plastics Limited will make all reasonable efforts to meet the needs of all individuals.

E. Support Persons

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If a customer with a disability is accompanied by a support person, Fabricated Plastics Limited will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Fabricated Plastics Limited will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

F. Notice Of Disruptions In Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Fabricated Plastics Limited. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Fabricated Plastics Limited's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

When temporary disruptions occur Fabricated Plastics Limited will provide notice by posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption or by any other method that may be reasonable under the circumstances.

G. Feedback Process

Fabricated Plastics Limited is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Customers who wish to provide feedback the delivery of goods and services to persons with disabilities can

1. Contact our Office at 905.832.8161
2. Email Human Resources Manager at lrاندell@ershigs.com
3. Send a letter to the HR Department at Fabricated Plastics Limited, 2175 Teston Rd., Maple, Ontario L6A.

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Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

H. Training

Fabricated Plastics limited will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Fabricated Plastics Limited's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Fabricated Plastics Limited will provide training as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes to legislation, procedures and/or practices governing the provisions of goods and services to persons with disabilities.

Record of Training:

Fabricated Plastics Limited will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

I. Notice Of Availability And Format Of Documents

Fabricated Plastics Limited shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Fabricated Plastics Limited, the Fabricated Plastics Limited's website and/or any other reasonable method.

This policy and its related procedures will be reviewed as required in the event of legislative changes.

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Administration

If you have any questions or concerns about this policy or its related procedures please contact:

The Human Resources Department
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Maple, ON L6A 1T3
905-832-8161 ext 686
info@fabricatedplastics.com
www.fabricatedplastics.com