

AODA – Accessibility for Customer Service Policy

Alumicor is committed to providing exceptional and accessible service to its customers. Persons with disabilities will be given an equal opportunity to obtain, use or benefit from the services provided by the organization. Information, products and services will be provided in a manner that respects the dignity and independence of the individual.

This Accessibility for Customer Service policy is intended for Alumicor 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.

CORE PRINCIPLES:

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability must be treated as valued persons as deserving of service as any other person.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services in the same way as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without their permission.

IMPLEMENTATION

Alumicor is committed to excellence in serving all persons including persons with disabilities and is dedicated to providing accessible services in the following categories to better assist all current and future customers:

- i. **Communication.** We will communicate with persons with disabilities in ways that take into account their disability. Employees will be trained on how to interact and communicate with our diverse community and people with various types of disabilities. Alumicor is committed to providing fully accessible telephone service to all customers and clients. Employees will receive training on how to communicate with customers over the telephone in simple language and to speak clearly and slowly. Our employees will also be educated on telephone technologies intended for persons with disabilities.

ii. **Billing.** Alumicor is committed to providing accessible billing invoices for all of our customers. For this reason billing notices or invoices will be provided in alternative formats upon request.

iii. **Assistive Devices.** Alumicor is committed to serving persons with diverse disabilities who use assistive devices to obtain, use or benefit from our products and services. Alumicor will ensure employees are trained on using various assistive devices, for customers with disabilities while accessing our products.

Assistive devices can include 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.

If there is a physical, technological or other type of barrier that prevents the use of an assistive device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make our best efforts to provide an alternative means of assistance to the person with a disability.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

iv. **Use of Service Animals and Support Persons.** Persons with disabilities may enter Alumicor premises accompanied by a guide dog or other service animal, and keep the animal with them. Alumicor will ensure that the person is permitted to enter any facility with the animal unless the animal is otherwise excluded by law. Where a service animal is excluded by law, the organization will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the organization's services.

While visiting Alumicor offices, it is the responsibility of the person with a service animal to control the animal at all times. If a health and safety concern presents itself in the form of a severe allergy to a service animal, Alumicor will make all reasonable efforts to meet the needs of all individuals.

v. **Support Persons.** Persons with disabilities may enter Alumicor premises accompanied by a Support Person. The organization will ensure that both persons are permitted to enter any Alumicor facility, and that the person with a disability is not prevented from having access to the support person. Alumicor may require a person with a disability to be accompanied by a support person when in an organization facility if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility.

vi. **Notice of Temporary Disruptions.** Alumicor will make reasonable effort to provide customers with notice of temporary disruptions in services used by persons with disabilities. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any available alternative services if needed.

Notices will be displayed at the main entrance near the office location of the disruption, on the Company website and intranet site, in the mail and may be given by phone calls.

We will not be able to give adequate notice in case of an emergency temporary disruption. To make the information accessible, the signs and printed notices will be of sufficient size, clearly posted and easily readable.

- vii. **Accessibility Training Policy.** Alumicor will ensure that all persons to whom this policy applies receive training as required by the Accessibility for Customer Service. This includes Alumicor employees, volunteers, agents, contractors and others who provide services on behalf of Alumicor will receive training regarding the provision of goods and services to persons with disabilities.

The training will include the following information:

- the purposes of the Accessibility for Ontarians with Disabilities Act,
- how to interact and communicate with persons with various types of disabilities,
- how to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
- how to use equipment made available by the organization to help people with disabilities to access goods and services
- what to do if a person with a disability is having difficulty accessing the organization's goods and services

Training will be provided to each employee according to their responsibilities and interaction with the public. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is completed will be kept on file.

FEEDBACK PROCESS

Alumicor welcomes feedback including feedback about delivery of information and services for persons with disabilities. Feedback can be received in a variety of ways; in person, by mail, fillable pdf form on our website, email access@alumicor.com, by telephone, fax or otherwise. If you have any feedback or questions about this policy, please contact the Human Resources

Manager access@alumicor.com, (416) 745-4222 ext. 216 Fax (647) 439-2853. All feedback received will be kept confidential.

AVAILABILITY OF DOCUMENTS

The organization will provide the public notice of the availability of the documents, as required by the Accessibility Standards for Customer Service, upon request. Notice of availability will be provided on the website and through other printed methods.

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