

1.0 Purpose

To establish policies, practices and procedures to ensure Harmon Facades ULC (DBA Sotawall), hereinafter referred as “Harmon” or “Company”, is accessible to customers and others in accordance with Accessibility for Ontarians with Disabilities Act, (the “AODA”) including Ontario Regulation 429/7 Accessibility Standards for Customer Service

Policy Statement: Harmon is committed to providing quality goods and services that are accessible to all persons.

Harmon will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the Accessible Customer Service principle of dignity, independence, integration and equality of 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 or violate any of our Health and Safety policies & procedures;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customers disability.

2.0 Scope

This policy applies to all Ontario employees who deal with the public, other organizations or third parties on or off Harmon premises, or who participate in developing Harmon policies, practices and procedures governing the provision of goods and services to the public.

3.0 General Principle and Practices

Harmon shall meet its duties and responsibilities under the Act by adhering to the following principles and practices:

3.1 Assistive Devices

- Persons with disabilities may use their own assistive devices as required with accessing goods and services at Harmon
- 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 or services.

3.2 Service Animals

- A person with a disability accompanied by a service animal will be allowed access to places that are open to the public only at Harmon

3.3 Support Persons

- If a customer with a disability is accompanied by a support person Harmon will ensure that both persons are allowed to enter the premises together and the customer will not be prevented from having full access to the support person.
- In situations where confidential information might be discussed, consent will first be obtained from the customer, prior to any such conversation or disclosure.

4.0 Communication

Communicate with a person with a disability in a manner that takes into account his/her disability. Asking the person how they would like to be communicated with.

The information within this program will be communicated to affected employees at Harmon. Additional information and/or clarification on any of the issues within this program can be attained from Senior Management, HR & H&S department.

5.0 Training

Training will be provided to affected Harmon employees in Ontario and those that assist in developing policies and procedures that govern the provision of goods and services to the public.

The training shall include

- A review of the purpose of the Act
- A review of the requirements of Accessibility Standards for Customer Service (Regulation 429/07)
- How to interact and communicate with people with various types of disabilities
- How to interact with persons with disabilities who use assistive devices, service animals or support persons
- What to do if a person with a disability is having difficulty accessing goods or services and;
- Harmon's policies, procedures and practices pertaining to the provision of goods or services to persons with disabilities.

The training will be provided as soon as is practical as well as on an ongoing basis as changes occur to Harmon's policies, practices and procedures that govern the provision of goods or services to persons with disabilities and/or when there are changes to the Act.

Records shall be kept for each employee indicating the date and training provided.

6.0 Notice of Temporary Disruptions

Harmon will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason for the disruption, the anticipated duration of the disruption and any alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises.

In the event of planned or unplanned service disruptions, complete the Temporary Disruption Form in the appendix to record actions taken by Harmon. This needs to be completed and kept in your records in case of a government audit. Use it to record events such as unavailable disabled washrooms or broken electronic doors.

7.0 Feedback

Feedback may be provided on the accessibility of the provision of goods and services by Harmon in the manner deemed most convenient to Senior Management, HR or H&S department.

All feedback will be kept strictly confidential and will only be used to improve customer service.

Feedback will be reviewed and changes will be made based upon the information when required.

8.0 Commitment

Harmon is committed to providing its customers with equality of service. Please do not hesitate to ask if you require special assistance.

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- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

Service feedback forms are available upon request or by contacting at

(416) 745-4222 ext. 216 or sotawall.hr@sotawall.com