



INTEGRITY • COLLABORATION • INNOVATION

AODA Compliance Report 2017

Customer Service Policy

Molded Precision Components is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Molded Precision Components understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Molded Precision Components is committed to complying with both the Ontario Human Rights Code and the AODA.

Molded Precision Components is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Contents

In accordance with the Customer Service Standards, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

The Company 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.

B. The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Molded Precision Components.

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. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

We will ensure that our employee's know that various assistive devices are available upon request. We will provide the appropriate assistive devices necessary to access our goods, services and facilities.

Molded Precision Components requires 5 to 7 days' notice upon receiving appropriate assistive devices.

C. Guide Dogs, Service Animals and Service Dogs

MPC welcome's people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

D. The Use of Support Persons

If a customer with a disability is accompanied by a support person, The Company 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.

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.

E. Notice of Disruptions in Service

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Molded Precision Components will notify customers promptly. A 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. The notice will be posted in the receiving entrance and at front reception so that it is easily found.

F. Customer Feedback

Molded Precision Components welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Molded Precision Components provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

In Person

234 4th Line, Oro Medonte, ON, L0L 2L0

By Phone

705-487-0244

By Email

info@mpcccomponents.com

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted within 5 business days.

G. Training

Training will be provided to:

- Every person who is an employee of, or a volunteer with Molded Precision Components.
- Every person who participates in developing the provider's policies.
- Every other person who provides goods, services or facilities on behalf of the provider.

Training Provisions

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 Customer Service Standards.
- 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 (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- The Company's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

The Company will provide training within one month of employment. Training will be provided to new employees, volunteers, agents and/or contractors during orientation. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices. Molded Precision Components will keep record of the trainings provided to each employee along with the date it was provided.

Molded Precision Components will keep a record of training that includes the dates training was provided and a list of the teachings that were provided.

H. Notice of Availability and Format of Documents

Molded Precision Components will notify the public that documents related to accessible customer service, are available upon request by posting a notice at the entrance of the building.

Molded Precision Components will provide this document in an accessible format or with communication support, upon request within 5 to 7 days. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Administration

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

Human Resource Manager

705-487-0244

239 4th Line South, Oro Medonte ON L0L 2L0

info@mpccomponents.com

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

Acknowledgment and Agreement

I, (Employee Name), acknowledge that I have read and understand the AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy of The Company. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules/procedures outlined in this policy, I may face disciplinary action, up to and including termination of employment.

Name: _____