



Accessibility for Ontarians with Disabilities Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

Intent

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

EcoSynthetix is committed to excellence in serving all customers including people with disabilities.

The Provision of Goods and Services to Persons with Disabilities

- EcoSynthetix 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.

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.
- Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by EcoSynthetix.
- 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, 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.

Communication:

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

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.

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 we 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.
- Services/Facilities include: access to Reception and meeting rooms. The notice will be made publicly available at the company's offices.

Training:

- EcoSynthetix will provide training as soon as practicable. 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.

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.
 - EcoSynthetix's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.
- Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process:

- EcoSynthetix strives to ensure that it meets and exceeds the Customer Service Standard established by the AODA. Customers who wish to provide feedback on the way EcoSynthetix provides services to people with disabilities may do so verbally (in person or telephone), in writing, or by email. Feedback forms will be submitted to:

Manager Human Resources
3365 Mainway
Burlington, ON L7M 1A6
HR@ecosynthetix.com
Tel: 905-335-5669
Fax: 289-337-9780

- Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Further follow-up will be undertaken as required.

Notice of Availability:

- EcoSynthetix will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s): Reception.

Modifications to This or Other Policies:

- Any policy, practice or procedure of EcoSynthetix' that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.