



1. Purpose

ABS Machining Inc. is committed to excellence in serving all customers including people with disabilities.

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.

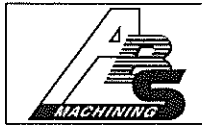
All goods and services provided by ABS Machining Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

2. Scope

This standard applies to employees, volunteers, and/or contractors who deal with the public or other their parties that act on behalf of ABS Machining Inc., including when the provision of goods and services occurs off the premises of ABS Machining Inc. such as in delivery services, vendors and drivers.

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

- ✓ The Provision of Goods and Services to Persons with Disabilities
- ✓ Communicating with Customers with Disabilities
- ✓ The use of Assistive Devices
- ✓ The use of Guide Dogs, Service Animals and Service Dogs
- ✓ The use of Support Persons
- ✓ Notice of Service Disruptions
- ✓ Customer Feedback
- ✓ Training
- ✓ Notice of Availability and Format of Required Documents
- ✓ Barriers and Solutions



Providing goods and services to people with disabilities

ABS Machining Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by other means of communication that may apply, e.g. email, facsimile, if telephone communication is not suitable to their communication needs or is not available.

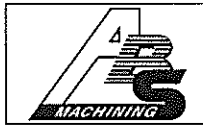
Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.



Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter ABS Machining Inc.'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption

ABS Machining Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

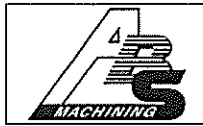
Training for staff

ABS Machining Inc. will provide training to all employees, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: customer service representatives, sales associates, managers, human resource staff, receptionists, etc.

This training will be provided as soon as practicable after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities



Accessible Customer Service Policy

Section

1.6

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing ABS Machining Inc.'s goods and services
- ABS Machining Inc.'s policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of ABS Machining Inc. is to meet customer needs while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way ABS Machining Inc. provides goods and services to people with disabilities can be made by email, verbally, feedback form, etc. All feedback will be directed to the Human Resource Department. Customers can expect to hear back in seventy two (72) hours.

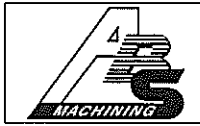
Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of ABS Machining Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Human Resources Department of ABS Machining Inc..



Responsibility

Human Resources is responsible for ensuring that the management team and all employees are fully knowledgeable of the company's Accessible Customer Service Policy. Further, in the event of changes to the Accessibility for Ontarians with Disabilities Act (AODA), Human Resources will ensure that the company's policy will be modified to reflect such changes and that such changes will be passed on to managers/supervisors.

Managers/supervisors are responsible for ensuring that their respective employees have signed off their partaking of the available training thus ensuring that they are fully compliant with this policy.

All questions and/or comments should be forwarded to Human Resources

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990