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|  | Prepared by: A. Tassone | Revision: 0 | Document: EHSP-234 |
| | Approved by: C. George | Issue Date: 22-Jun-2021 | Page 1 of 4 |
| ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE | | | |

1.0 PURPOSE

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

2.0 SCOPE

This applies to all Tiercon employees interacting with third party individuals.

3.0 DEFINITIONS

| Term | Definition |
|---------------------------|---|
| AODA | Accessibility for Ontarians with Disabilities Act, 2005 |
| HR | Human Resources |
| Interaction / Interacting | Interactions include different types of communication such as verbal, non-verbal and written. |

4.0 RESPONSIBILITY

HR Department

- Develop and deliver AODA training.
- Guide customer service reps in the development of accommodation plans.
- Ensure all new employees receive basic AODA training.
- Ensure customer service representatives receive intermediate level AODA training.
- Monitor and respond to all feedback received by third parties using EHSF-2046 AODA Customer Service Feedback Form.

EHS Manager


- Guide customer service reps in the development of accommodation plans.

Customer Service Representative

- Work with third party individuals to develop accommodation plans as applicable.
- Undergo training as mandated by Tiercon and AODA.
- Provide customer service within accords listed by Tiercon and AODA.

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5.0 PROCEDURE

5.1 Assistive Devices

1. Tiercon will ensure that appropriate staff members are trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing our facilities. We will also allow people to use their assistive devices when accessing our facilities.

5.2 Communication

1. Tiercon will communicate with people with disabilities in ways that consider their disability and will ensure that to the extent reasonable we will seek the input of people with disabilities as to how they wish us to communicate.

5.3 Service Animals

1. A person with a disability who is accompanied by a service animal will be allowed to have the animal accompany them on our premises.
2. Service animals are allowed on the parts of our premises that are open to the public.

5.4 Support Persons:

1. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

5.5 Notice of Temporary Disruption of Services


1. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, a notice of disruption will be posted at the entryway of our facility, as early as is reasonably feasible, stating the approximate duration of the disruption.

5.6 Training of Staff:

1. Tiercon will provide accessible customer service training to:
 - a. All full-time and temporary employees.
 - b. Anyone involved in developing our policies.
 - c. Anyone who provides goods, services or facilities to customers on our behalf.

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2. Staff will be trained on accessible customer service within 1 month after being hired.
3. Training will include:
 - a. Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - b. Company's policies related to the customer service standard.
 - c. How to interact and communicate with people with various types of disabilities.
 - d. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - e. How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
 - f. What to do if a person with a disability is having difficulty in accessing Company goods, services or facilities.
4. Staff will also be trained when changes are made to Tiercon's Plan.

5.7 Feedback Process


1. Customers who wish to provide feedback on the way the Company provides goods and services are asked to first bring their concern/complaint to the Manager or Employee in charge by the following telephone numbers:
 - a. Stoney Creek (591/596) : 905.643.4176
 - b. Stoney Creek (352) : 905.662.1097
 - c. Oshawa : 905.728.5887
 - d. Coplas : 905.643.4176
2. If he or she is not able to resolve your concern, we are pleased to offer you the following methods of resolving your concerns or complaints:
 - a. Retrieve EHSF-2046 AODA Customer Service Feedback Form from www.tiercon.com
 - b. Email our Human Resources at hr@tiercon.com
 - c. Call our Human Resources at 905-643-4176 Ext. 2520
 - d. Complaints will be addressed pursuant to the Company's regular complaint management procedures. If you have any questions, please contact Human Resources Department at the number or email address indicated above.

6.0 REFERENCES

1. Accessibility for Ontarians with Disabilities Act (AODA), 2005

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7.0 REVISION HISTORY

| Revision | Prepared By | Approved By | Date | Changes |
|----------|-------------|-------------|------------|------------------|
| 0 | A. Tassone | C. George | 22-06-2021 | Initial creation |

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