

Accessible Customer Service Provision Policy

Eramosa Engineering Inc. (Eramosa) is committed to excellence in service for all clients including people with disabilities. We strive to ensure that our policy and practices follow the core principles of independence, dignity, integration and equality of opportunity for all persons as identified in the Ontario Human Rights Code.

This policy has been prepared to meet the compliance requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Our Accessibility Customer Service Plan is as follows:

1. **Assistance Devices:** Eramosa is dedicated to ensuring all Team Members are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.
2. **Communication:** Eramosa will communicate with people with disabilities in the way that takes into account their disability. This means employees of Eramosa will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Eramosa services and facilities.
3. **Service Animals:** Eramosa welcomes people with disabilities and their service animals. Service animals are allowed within the premise of Eramosa.
4. **Support Services:** A person with a disability who is accompanied by a support person will be permitted to have that person accompany them on our premises. 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 Eramosa premises.

In the event of a planned or unexpected disruption to our services or facilities for clients with disabilities our Team Members dealing directly with the client will notify the client promptly. The notification will include the reason for the disruption, how long the disruption is anticipated to last, and a description of any alternative facilities or services available if applicable.

Eramosa will provide training to all Team Members, Volunteers, Co-op students, and others who deal with our clients on all aspects of the Accessibility for Ontarians with Disability Act, 2005 (AODA).

The training will be provided to staff within three (3) months of being hired. The training will include:

1. An overview of the Accessibility for Ontarians with Disability Act, 2005 and the requirements of the Customer Service Standard;
2. Eramosa's plan related to the Customer Service Plan;
3. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
4. How to use any equipment or devices once identified by our client; and
5. What procedures to follow if a client/person with a disability is having difficulties accessing our services.

Any changes made to our policy or service plan will be an opportunity to refresh our knowledge on providing high Customer Service Standards to our clients through a training session.

If our Clients wish to provide feedback on the way we provide series to people with disabilities they can provide the feedback by emailing opportunities@eramosa.com or speaking directly with our Vice President of HR. Alternatively, they can fill out the Eramosa Accessibility Feedback Form located on our website.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Eramosa's services. Feedback received will be redirected to an appropriate contact person in the relevant department of Eramosa.

Clients can expect a timely response within five (5) business days. Any formal complaint or concern from our client will be addressed according to our organization's client feedback procedure.