

AODA Customer Service Standards Policy

Policy

In accordance with the Accessibility for Ontarians with Disabilities, Ontario Regulation 429/07, Accessibility Standards for Customer Service, MacDonald Steel, is committed to providing a working environment that is accessible and inclusive to all persons who work at or visit MacDonald Steel. It is the policy of MacDonald Steel that its working environments will be free from discrimination and harassment as defined by the Ontario Human Rights Code. MacDonald Steel is also committed to providing goods and services to persons with disabilities in a way that is consistent with the principles of independence, dignity, integration and equal opportunity.

Scope

This policy applies to:

- a. the delivery of all goods and services by MacDonald Steel in the Province of Ontario
- b. all MacDonald Steel employees and contingent workers who work in Ontario and others who provide service in Ontario regardless of where they are located, as well as third parties who interact with the public on behalf of MacDonald Steel in Ontario.

Service Plan

1. Support Persons, Service Animals and Assistive Devices

It is MacDonald Steel's policy to allow support persons, service animals and assistive devices on the premises and in all situations where a disabled customer or employee requires the service animal to access MacDonald Steel's goods and services. If a person with a disability is hindered or prevented from accessing goods or services using their service animal or assistive device, MacDonald Steel will consult with the person and accommodate them by providing an alternative wherever possible.

2. Notice of Temporary Service Disruptions

If any services to accommodate disabled customers or employees are interrupted, MacDonald Steel will post a notice in a conspicuous place and if possible, those affected will be notified.

MacDonald Steel Limited

200 Avenue Road Cambridge, Ontario N1R 8H5

DIRECT : 519-620-0400

MAIN : 519-620-0500

FAX : 519-621-4995

3. Training

To create awareness and ensure compliance, MacDonald Steel will provide AODA training to all employees and contingent workers, who work in Ontario, provide service in Ontario or interact with Ontarians. New employees will be provided such training as part of their orientation.

Records will be kept indicating the date and training provided, and the number of individuals to whom it was provided.

4. Feedback Process

An accessible process for customers or employees to provide feedback or complaints is available upon request, and can be completed in a variety of alternative methods. Customers can request a feedback form by emailing AODA@macdonaldsteel.com or call our Human Resources department at 519-620-0500.

Customers will hear back from a MacDonald Steel representative within 10 days of receipt of formal feedback.

5. Availability of Documents

All documents relating to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request and in a format that takes into account the customer's disability. To make such a request, the customer is asked to email AODA@macdonaldsteel.com or call our Human Resources Department at 519-620-0500.

6. Administration

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

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

7. MacDonald Steel AODA Contact Information

AODA@macdonaldsteel.com
Human Resources Department
519-620-0500