



## Accessibility for Ontarians with Disability - Policy

### Purpose

This policy establishes practices and procedures for the provision of goods and services to people with disabilities. Axiomatic Technologies Corporation recognizes its obligations under the Accessibility Standards for customer service, Ontario Regulation 429/07 (the "Standard"), and enforces the following policy to ensure that all customers, including those with disabilities, have access to goods and services the Company offers.

### Scope

This policy applies to all areas of the Company that interact with and provide goods and services to the public in Ontario.

### Definitions

**Disability** - Means, as defined in Section 2 of the "AODA":

- a) "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."

**Service Animals** – means, as defined in Section 4(9) of the customer Service Standard:

“an animal is a service animal for a person with a disability:

- a) if it is readily apparent that the animal is used by the person for reason relating to his or her disability, or
- b) if the person provides a letter from the physician or nurse confirming that the person requires the animal for reasons relating to the disability.”

**Support Person** – means, as defined in section 4(8) of the Customer Service Standard:

“a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with the communication, mobility, personal care or medical needs or with access to goods or services.”

## **General**

### **Company Commitment**

The Company strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. The Company is also committed to giving people with disabilities the same opportunity to access its goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **Use of service animals and support persons**

The Company is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties. We will accommodate the use of service animals by people with disabilities who are accessing the Companies services or goods unless the animal is otherwise excluded by law.

Where a person with a disability is accessing the Companies goods or services must be accompanied by a support person, we will ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

### **Assistive devices**

We will accommodate the use of personal assistive devices needed to access our goods and services.

### **Notice of temporary disruption**

The Company 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. All disruption notices can be found on the Company website. (Please see below the website address for the Company).

### **Training for employees**

The Company will provide training to all employees, others who deal with the public and all those who are involved in the development and approvals of customer service policies, practices and procedures.

### **Training will include:**

- a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Standard;
- b) How to interact and communicate with people with various types of disabilities;
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person:

- d) What to do if a person with a disability is having difficulty in accessing the Company's goods and services; and
- e) The Company's policies, practices and procedures.

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

### **Feedback process**

The Company has set up a process for feedback. Where a response is requested, the Company will respond to customer feedback in a timely manner.

### **Feedback for Axiomatic Technologies Corporation**

Axiomatic Technologies Corporation

5915 Wallace Street

Mississauga ON L4Z 1Z8

E-mail [Elizabeth.maszlej@axiomatic.com](mailto:Elizabeth.maszlej@axiomatic.com)

### **Documentation**

Documentation that describes this Policy and each of its requirements shall be maintained on the Company's website and provided to individuals, upon request, in the appropriate format. Please see below the website address for our Company.

[www.axiomatic.com/policy.html](http://www.axiomatic.com/policy.html)

### **Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose of this policy is not understood, they may contact Elizabeth Maszlej at (905) 602 9270 ext 227.

**Policy and related documents:**

Related Company policies are available upon request:

Axiomatic Technologies Procedure

Axiomatic Technologies Disruption Policy

Axiomatic Technologies Training Policy

Ontario Human Rights Code:

Ontario Accessibility Laws <https://www.ontario.ca/page/accessibility-laws>