

# AODA POLICIES

## A. Purpose & Scope

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline responsibilities of our Associates (employees, volunteers and other third parties) on behalf of Amhil NA in providing goods, services and opportunities to people with disabilities. This policy applies to all Associates (employees, volunteers and other third parties).

## B. Statement of Organizational Commitment

Amhil/ Stone (the “Company”) is committed to providing a barrier-free environment for all stakeholders including our customers, employees, job applicants, suppliers, and any visitors who may enter our premises in Ontario. This includes any stakeholders who want to access our information, or use our goods and services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations which sets out a process for developing and enforcing accessibility standards

## C. Accessibility Policy

### i. Statement of Commitment

Amhil/ Stone “Company” is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

The Company is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Company understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Company is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### ii. Definitions

**Accessible Format(s):** means formats that are an alternative to standard print and are accessible to persons with Disabilities. Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with Disabilities.

**Assistive Device(s):** means any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living. This can include a wheelchair, screen reader, listening device or cane.

**Communication Support(s):** means supports that persons with Disabilities may need to access information. Communication Supports may include, but are not limited to, captioning, alternative and augmentative supports, plain language, sign language and other supports that facilitate effective communications.

**Disability or Disabilities: means:**

- 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 coordination, 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 developmental disability;
- c. A learning disability, or 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.

**Employee(s):** means any employee or volunteer of the Company.

**Guide Dog(s):** means a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, 1990 to provide mobility, safety and increased independence for people who are blind.

**Service Animal(s):** an animal is a Service Animal for a person with a Disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her Disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the Disability.

**Support Person(s):** means an individual hired or chosen by a person with a Disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure.

### iii. Core Principles

The Company will make every effort to ensure that this policy and related practices and procedures are consistent with the following four core principles:

**Dignity:** Persons with Disabilities must be treated as valued customers as deserving of service as any other customer.

**Equality of Opportunity:** Persons with Disabilities should be given an equal opportunity to obtain, use and benefit from the Company's goods and services.

**Integration:** Wherever possible, persons with Disabilities should benefit from the Company's goods and services in the same place and in the same or in a similar manner as any other customer. In circumstances where integration does not serve the needs of persons with Disabilities, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

**Independence:** Goods and services must be provided in a way that respects the independence of persons with Disabilities. To this end, the Company will always be willing to assist persons with Disabilities but will not do so without express permission.

## D. Customer Service Standards

To support our policy guiding principles and requirements, the Company has developed procedures and guidelines in the following areas:

### i. Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Large print for people who have low vision;
- Easy-read, simplified summaries of materials for people with developmental or intellectual disabilities.
- In addition, strategies such as offering phone service rather than requiring in-person service, or email rather than postal notices are other methods of using alternate channels to provide accessible communications.
- We will work with the person with disabilities to determine what method of communication works for them.

### ii. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on the Company's premises, we will make its best efforts to remove that barrier. If we are not able to remove the barrier, we will ask the individual with the Disability how he/she can be accommodated, what alternative measures would enable equal access to the Company's goods and services and the Company will make its best effort to provide the individual with alternative means of assistance.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

### iii. Training & Records

We are committed to training all staff and Temporary/Contract associates in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and Temporary/Contract on accessibility relates to their specific roles.

The training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act (AODA), and the requirements of this regulation and instruction about the following matters:

- A review purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- A review of our policies related to the Customer Service Standards

- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use equipment and/or devices made available on Company premises to assist persons with disabilities with obtaining, using or benefiting from Company goods and services.
- What to do if a person with a disability is having difficulty accessing Company premises and/or goods and services.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

#### iv. Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Service animals are prohibited in our manufacturing plant where we produce food packaging products.

#### v. Support Persons

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

The Company may require persons with Disabilities to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a Disability or the health and safety of others on the premises.

#### vi. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

#### vii. Feedback Process

Amhil/ Stone welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

In person at reception

- By telephone at 905 890-5261
- In writing: Human Resources

- 400 Traders Blvd E, Mississauga, Ontario, L4Z 1W7, Canada
- Through our website: [www.amhil.com](http://www.amhil.com)
- Via email [HR@wtbvc.com](mailto:HR@wtbvc.com)

Amhil/ Stone ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

The Company will respond to feedback within five (5) business days of receipt of the feedback.