

## **Providing Goods and Services to People with Disabilities**

Arnprior Aerospace Inc. is committed to providing a respectful inclusive environment to all individuals and customers, including people with disabilities.

### **Application**

This policy statement applies to all Arnprior Aerospace Inc. employees and any third party acting on behalf of Arnprior Aerospace Inc.

### **Statement**

Arnprior Aerospace Inc. is committed to providing accessible customer service to people with disabilities and will make reasonable efforts to ensure this policy and related practices and procedures are consistent with the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

### **Communication**

Arnprior Aerospace Inc. will communicate with people with disabilities in ways that take into account the individual's needs and circumstances. Arnprior Aerospace Inc. employees will be trained on how to interact and communicate with people with various disabilities in a manner that respects the dignity and independence of each individual.

### **Assistive Devices**

Arnprior Aerospace Inc. will ensure that its staff is trained and familiar with the various assistive devices located on site at the Arnprior facility and which may be provided to customers with disabilities while accessing Arnprior Aerospace Inc.'s goods or services. In the event that a person is hindered from accessing any goods or services offered by Arnprior Aerospace Inc., Arnprior Aerospace Inc. will make all reasonable efforts to accommodate the individual/s to the best of its ability.

### **Notice of Temporary Disruption**

Arnprior Aerospace Inc. will make reasonable efforts to provide notice in the event of a disruption of services to people with disabilities. The notice will include information about the reason for the disruption, the anticipated duration and a description of alternative plans if applicable.

### **Service Animals**

Arnprior Aerospace Inc. will make reasonable efforts to accommodate people with disabilities who are accompanied by a service animal on the unrestricted parts of its premises that are open to visitors.

### **Support Persons**

Arnprior Aerospace Inc. will make reasonable efforts to accommodate people with disabilities with his/her support person. Where there are barriers to access by a support person, Arnprior Aerospace Inc. will seek to facilitate access to ensure the participation of people with disabilities.

### **Training**

Arnprior Aerospace Inc. will provide training to employees who deal directly with customers and/or who create customer service plans. Training will include:

- \* An overview of the AODA and the requirements of the customer service standard
- \* Arnprior Aerospace Inc.'s plan related to providing customer service
- \* 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 any equipment or devices available to assist with providing goods or services to people with disabilities
- \* What to do if a person with a disability is having difficulties accessing Arnprior Aerospace Inc.'s goods or services

### **Feedback process**

Customers, who wish to provide feedback on the way Arnprior Aerospace Inc. provides goods and services to people with disabilities, can send an email to [HR@arnprioraerospace.com](mailto:HR@arnprioraerospace.com). All feedback will be reviewed and responded to accordingly.