

Accessible Customer Service Policy

Statement of Commitment

UE Enclosures is committed to providing accessible customer service and ensuring that all individuals are treated with dignity, independence, integration, and equal opportunity. We are committed to meeting the accessibility needs of persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its associated standards.

UE Enclosures will identify, remove, and prevent barriers to accessibility and will provide goods and services in a manner that respects the dignity and independence of all customers.

Scope

This policy applies to all employees, volunteers, contractors, and any other individuals who interact with customers or members of the public on behalf of UE Enclosures.

Assistive devices

Persons with disabilities may use their personal assistive devices when accessing UE Enclosures' goods, services, or facilities.

UE Enclosures will ensure that employees who interact with customers are familiar with available assistive devices and accommodation measures that may assist individuals with disabilities.

Communication

UE Enclosures will communicate with persons with disabilities in ways that take into account their disability and individual accessibility needs.

Employees will make reasonable efforts to communicate effectively with customers using methods that are accessible and appropriate to the circumstances.

Service animals

Persons with disabilities who are accompanied by a service animal are welcome on the areas of UE Enclosures' premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be permitted to have that support person accompany them while accessing goods, services, or facilities provided by UE Enclosures.

UE Enclosures may require a support person to accompany an individual only where necessary to protect the health or safety of the individual or others, as permitted by law.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, UE Enclosures will provide a notice including information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at reception and on the front window or door.

Training for staff

UE Enclosures will provide accessibility training to all employees, volunteers, contractors, and others who interact with customers or participate in developing company policies.

Training will be provided as soon as practicable after an individual assumes their duties and whenever there are changes to accessibility requirements or company policies.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service Standard;
- The requirements of the Integrated Accessibility Standards Regulation, as applicable;
- UE Enclosures' accessibility policies and practices;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons who use assistive devices, service animals, or support persons;
- How to use any equipment or devices available on-site that may assist persons with disabilities;
- What to do if a person with a disability is having difficulty accessing UE Enclosures' goods, services, or facilities.

Feedback process

UE Enclosures welcomes feedback regarding the accessibility of our goods, services, and facilities.

Feedback may be submitted through:

- The online contact form available at
- Email to sales@uecan.com
- Telephone, mail, or in-person communication upon request

Feedback will be directed to the Human Resources Department.

Customers can expect acknowledgment of their feedback within seven (7) business days. Where appropriate, concerns will be investigated and addressed in accordance with UE Enclosures' complaint resolution process.

Accessible formats and communication supports will be provided upon request.

Modifications to this or other policies

UE Enclosures will review its accessibility policies on a regular basis and make revisions as necessary to ensure continued compliance with applicable legislation and to promote accessibility.

Any policy, practice, or procedure that does not support the dignity, independence, integration, and equal opportunity of persons with disabilities will be modified or removed.