

EMTERRA GROUP ACCESSIBILITY CUSTOMER SERVICE POLICY

This document can be provided to any member of the public upon request in an accessible format.

POLICY STATEMENT

Emterra Group is committed to identifying, removing and preventing barriers that may impede accessibility to our services and to provide customer service in a manner that respects the principles dignity and independence of persons with disabilities. We will give people with disabilities the same opportunity to access our goods and services for the same services in the same manner as all our customers.

PURPOSE

The purpose of this policy is to address the accessibility requirements of Ontario Regulation 429/07, Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2015.

SCOPE

This policy applies to the management and all employees of Emterra Group as well as agents, contractors, third parties or other individuals who interact with the public or other third parties, who represent or act on behalf of Emterra Group in any manner.

PRINCIPLES

We will use reasonable efforts to ensure that:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities and others are integrated, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from our services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the services.
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
- Persons with disabilities may use assistive devices, service animals and support persons, as is necessary to access our service, unless superseded by other legislation.

PROCEDURES

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communications

When communicating with a person with a disability, we will do so in a manner that takes into account the person's disability. This means that we will communicate in an effective way that enables persons with disabilities to communicate effectively with us for purposes of providing, sending, receiving and requesting goods or services.

Telephone Services

We are committed to providing fully accessible telephone service to our customers. Our staff is trained to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We also offer to communicate with customers by email, video relay services or appropriate alternate methods if telephone communication is not suitable to their communication needs, or is not available.

Billing

We are committed to providing accessible bills to all of our customers upon request. Bills will be provided in alternate format to support reading with assistive technologies and we will answer any questions customers may have about the content of the bill by telephone, email or in person.

Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on our premises. We will also ensure that all employees and others dealing with our customers are properly trained in how to interact with people with disabilities, who are accompanied by a service animal. It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter any Emterra Group Ontario premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

Emterra Group 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.

Events and Tour

We will make all necessary accommodations with regard to providing accessibility during any onsite event or tour for our customers (i.e. use of support person, use of service animals, interpreters, etc.) In order to facilitate this accommodation, customers will need to let our employees organizing the tour or event their requirements in advance.

TRAINING

We are committed to establishing, implementing and maintaining a training program for Emterra employees, contractors and others who deal with the public or other third parties on our behalf to enable them to effectively provide customer service to persons with disabilities.

The training includes, but is not limited to, the following:

- Review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Ontario Regulation 429/07 Accessibility Standards for 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 support person;
- How to use Emterra equipment or devices that may help with the provision of services to a person with a disability;
- What to do if a person with a disability is having difficulty in accessing our goods and services;
- Emterra Group's Accessible Customer Service policies, procedures and practices relating to the customer service standard; and
- All employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Training will be provided as soon as practical upon an employee being hired, as well as on an ongoing basis when changes are made to these policies, practices and procedures.

Emterra Group will keep detailed records of the training provided for reporting purposes in accordance with Ontario Regulation 429/07.

RESPONSIBILITIES

We will continue to review this policy to make sure the needs of all employees and customers are met and that this policy meets the requirements of applicable legislation.

Emterra Group ownership, executives, directors, managers and supervisors will make every reasonable effort to prevent and remove any barrier to a person with disabilities by:

- Demonstrating commitment and leadership to the removal of barriers.
- Ensuring all staff have been trained and are familiar with the various barriers, tools and techniques available to overcome and or remove those barriers.
- Understanding and upholding the principles of this policy and ensuring that all customers are treated fairly and equitably under this policy and procedure;
- Actively communicating our objective to create and maintain a culture of customer equality internally; and
- Treating customer feedback regarding barriers to service with high regard.

FEEDBACK AND ACCESSIBILITY REQUESTS

We will maintain a feedback process to enable customers to comment on the provision of our services to persons with disabilities. We welcome and encourage feedback as it assists with our commitment to continuous improvement in accessibility to our services. You may provide feedback, or submit requests for information and communications by telephone, email or in writing. All feedback will be directed to the following:

Telephone: Deb Pikula at 905-336-9084, Extension 1103
Email: Deborah.Pikula@emterra.ca
Mail: Corporate Director, Human Resources
Emterra Group
1122 Pioneer Road
Burlington, ON L7M 1K4

We will respond to all written correspondence (unless otherwise agreed to by the customer) within ten (10) calendar days.

All feedback will be kept in strict confidence and used to improve customer service.

References

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 429/07 – Accessibility Standards for Customer Service Ontario Human Rights Code

Definitions

Assistive Device: is a technical aid, communication device, or medical aid, which may be modified or customized that is used to increase, maintain or improve the functional abilities of people with disabilities.

Barrier: as defined by the Accessibility for Ontarians with Disabilities Act, 2005, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, any information or communications barriers, an attitudinal barrier, a technical barrier, a policy or a practice.

Disability: as defined in the Accessibility for Ontarians with Disabilities Act 2005 and the Human Rights Code (Ontario), defines “disability” as follows:

- 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, speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or

- 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 Animal: is an 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 if 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: shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods and services