



BIYORK MATERIALS CANADA

7400 Woodbine Ave, Unit 1
Markham, Ontario
L3R 1A5

Biyork's Customer Service Standard Accessibility Policy

Biyork is committed to providing equal access to our goods and services to all our current and potential customers, including those with any type of disability.

Our goal is to ensure that our accessibility policies and practices are consistent with the following four core principles:

- a) Dignity.** Employees with a disability must be treated as valued employees who are as deserving of fairness and respect as any employee.
- b) Equality of Opportunity.** Employees with a disability should be given an opportunity equal to that given to others to succeed in the workplace. We are committed to basing our hiring and promotion decisions on *potential and merit*.
- c) Integration.** Employees with a disability should be able to perform their work in as similar a manner as possible as all employees and have access to the same information that is generally available to all employees.
- d) Independence.** Accessibility supports should be provided in a way that respects the independence of employees with a disability. To this end, we will always be willing to assist any employee with a disability but will not do so without the express permission of the person.

To promote inclusiveness and accessibility, we have developed key policy statements with respect to Service Animals, Support Persons and Assistive Devices.

Service Animals

Any customer that requires a service animal will be allowed to have the service animal accompany them to any area within our location that is accessible to customers or the general public. Animals are considered service animals if:

- a.** it is readily apparent that the animal is used by the person for reasons related to his or her disability; or
- b.** the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

If the Company becomes aware that the presence of any service animal adversely affects the health of any employee or member of the public, every effort will be made to ensure that both



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the health and safety rights of the individuals and the accessibility rights of customer are met. If no solution can be reached to meet both goals, the health and safety of any individual will take priority and the Company will find an alternate means to provide the service to the customer or member of the public.

Support Person

Any customer or member of the public that requires a support person will be allowed to have the support person accompany them to any area within our location that is accessible to customers. Support persons are identified as such if:

- a. it is readily apparent that the person is providing assistive support to someone with a disability; or
- b. the person provides a letter from a physician or nurse confirming that the person requires the support person for reasons related to the disability.

If the customer is attending training or any other meeting that includes the company providing meals, we shall also provide for any support person.

Assistive Devices

Customers or the general public with a disability are permitted, where possible, to use their own assistive device when on our premises. Examples of an assistive device include, but are not limited to, a walking cane or hearing aid.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first try to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Employee Training

All staff will be trained on this policy, as well as on ways to appropriately communicate with persons with disabilities.

Our training includes:

- An overview of the Customer Service Standard
- The Company's Policy



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- Instructions on what to do if a person with a disability is having difficulty accessing our premises and/or services
- Our Feedback Process
- Information on ways to appropriately communicate with persons with disabilities.

Continuous Improvement

The initiatives in place reflect the requirements of the Accessibility for Ontarians with Disability Act.

We recognize that we cannot anticipate, and thus remove, all barriers. Therefore, Biyork has implemented a process by which individuals can provide feedback specific to any experience related to accessing our services. The Feedback form is made available electronically for Employees to access and provide to customers if needed, via the CFO or Human Resources. Paper copies of the Feedback form can be requested from the CFO.

This policy, including the training and feedback process, will be reviewed annually.

This policy is available and can be provided to any member of the public upon request.