***Ontario Hose Specialties Limited Accessible Customer Service Policy***

**PURPOSE**

The Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) became law on June 13, 2005. Under this legislation, the government of Ontario is in the process of developing accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. These standards apply to private and public organizations across Ontario, including Ontario Hose Specialties Limited.

**Policy**

Ontario Hose Specialties Limited (Ltd.) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Ontario Hose Specialties Ltd. understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation, 2005, and these 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.

Ontario Hose Specialties Ltd. is committed to complying with both the Ontario Human Rights Code and the AODA.

Ontario Hose Specialties Ltd. is committed to excellence in serving all customers including people with disabilities and improving accessibility by identifying and removing barriers to allow full participation of the workforce.

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

**Scope**

The Policy applies to all persons who, on behalf of Ontario Hose Specialties Ltd., deal with members of the public or other third parties. This includes our employees, 3rd party vendors, and customers.

**Core Principles of the Policy**

We endeavour to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

1. Dignity - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
2. Equality of Opportunity - Persons with a disability should be given an opportunity equal to that given to others to obtain, use, and benefit from our goods and services.
3. Integration - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
4. Independence - Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

**Commitment**

We at Ontario Hose Specialties Ltd. are committed to providing a barrier-free environment for our customers through the methods described below.

1. Communication

Our communications, from initial greeting through the sales process and follow up, will demonstrate our commitment to serving all customers including those with disabilities in ways that take into account their disability.

1. Assistive Devices

Our customers are welcome to use their own personal assistive devices to access our merchandise and services in addition to the assistive devices we provide such as call buttons, wheelchairs, and motorized scooters.

1. Service Animals and Support Persons

Support persons and guide dogs or other service animals are welcome to accompany our customers with disabilities while shopping in our stores. Wherever service animals are prohibited by law, we will provide personal assistance during the store visit.

1. Interruption of Services

If we are temporarily unable to offer any special facilities or services that assist customers with disabilities, we will immediately provide notice of this interruption and the anticipated time when these services will be resumed in addition to alternate facilities or services, if available.

1. Training

Ontario Hose Specialties Limited will provide ongoing and documented training in order to properly communicate with and provide assistance to people with various disabilities. Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties. Accessible customer service training will be provided to:

• all employees and volunteers

• anyone involved in developing our policies

• anyone who provides goods, services or facilities to customers on our behalf.

**Training will Include:**

* A review of the purpose of the Act and the requirements of the customer service standard.
* Information about Ontario Hose Specialties Ltd. policies, procedures, and guidelines pertaining to the provision of goods and services to all of our customers including those with disabilities;
* How to interact and communicate with persons 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 the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
* What to do if a person with a disability is having difficulty in accessing our goods, services or facilities
* What to do if a person with a disability is having difficulty accessing our premise and/or services
* Any party who deals with members of the public or other third parties on behalf of Ontario Hose Specialties Ltd. will be required to certify in writing that it has received, and will continue to receive, the training required by the customer service standard.

\*All this information will be included in the Accessibility Customer Service Employee Guide

1. Alternative Document Formats

Ontario Hose Specialties Limited will provide documents, or the information contained in documents required to be provided under the Standard, to a person with a disability in a format that takes the person’s disability into account.

**Customer Feedback**

Ontario Hose Specialties Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

In person at any Ontario Hose Specialties Limited Branch

Telephone:1-877-668-4673

Mail: Ontario Hose Specialties Limited

7245 Pacific Circle

Mississauga, ON

L5T 1V1

**Document Availability**

This Policy, The Multi-Year Plan, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of the same shall be posted on the Ontario Hose Specialties Limited’s website and at a conspicuous place at each premise to which this Policy applies.