



Weber Manufacturing Technologies Inc.

Providing Goods and Services to People with Disabilities

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Weber Manufacturing Technologies Inc. is committed to excellence in serving all customers including people with disabilities.

All goods and services provided by Weber Manufacturing Technologies shall follow the principles of dignity, independence, integration and equal opportunity.

Assistive devices

We will ensure that staff who interact with the public are familiar with various assistive devices that may be used by customers with disabilities.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

Service animals are allowed on our premises. The safety of a service animal must be considered when going into shop areas, for example some areas in the shop may have machining bits on the floor.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Weber Manufacturing Technologies Inc. will notify customers promptly. We will notify customers about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.



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Training for staff

Weber Manufacturing Technologies will provide training to employees, volunteers and others who deal with the public or other third parties.

Individuals in the following positions will be trained:

Reception, business managers, any employee interacting with visitors.

Training will be provided to staff within the first month of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Weber's plan related to the customer service standard.
- 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 assistive device required
- What to do if a person with a disability is having difficulty in accessing Weber Manufacturing's goods and services.

Staff will also be trained when changes are made to our plan.

Feedback process

Customers who wish to provide feedback on the way Weber provides goods and services to people with disabilities can through email or verbally relate their feedback to their host, Human Resources or a JHSC representative.

All feedback will be directed to the President and Vice President.

Customers can expect to hear back in 7 days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Weber Manufacturing that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.