



## WESCAST HR POLICIES & PROCEDURES

### ACCESSIBLE CUSTOMER SERVICE POLICY

#### WESCAST ACCESSIBILITY INTEGRATION DOCUMENT

**CONTROLLED  
DOCUMENT**

This section will  
GREEN on all  
AUTHORIZED  
DOCUMENTATION

#### 1.0 PURPOSE

- 1.1 To establish how Wescast Industries will provide access to goods or services to individuals with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity and that is in compliance with the Customer Service Standard under AODA.
- 1.2 Wescast recognizes the importance of the principles of independence, dignity, integration and equal opportunity; providing access to goods and services for individuals with disabilities; openly communicating and responding to disabled customers needs in order to provide them with excellent customer service and complying with the mandatory customer service standard addressed in Ontario Regulation 429/07 ("Customer Service Standard") under the *Accessibility for Ontarians with Disabilities Act* ("AODA").

#### 2.0 SCOPE

- 2.1 All Wescast employees in our Ontario facilities.

#### 3.0 ESTABLISHMENT OF ACCESSIBILITY POLICIES AND PLANS

- 3.1 Wescast has developed policies and procedures outlining compliance to Accessibility for Ontarians with Disabilities Act. This includes:
- 3.1.1 Accessibility customer policy and plans along with other documents outlining commitment are publicly available, in an accessible format upon request.
  - 3.1.2 Documented multi-year accessibility plan outlining the strategy to prevent and remove barriers and meeting requirements under the IASR regulation.
  - 3.1.3 Posted accessibility plans on the Wescast website and shall provide the plan in an accessible format upon request.
  - 3.1.4 Review and update its accessibility plan once every five years.

#### 4.0 ACCESSIBILITY CUSTOMER SERVICE POLICY AND PROCEDURES

##### Communication

- 4.1 Employees will communicate with individuals with disabilities in a manner that takes into account their disabilities. Employee will consider how the individual's disability affects the way that he or she expresses, receives or process communications and, where possible will ask the individual directly how to communicate with them.

##### Telephone Services

- 4.2 Wescast will train those who commonly communicate with our customers and suppliers over the telephone in plain language and to speak clearly and slowly. Wescast will offer to communicate with persons in an alternate format if telephone communication is not suitable to their communication needs or is not available.



**E-Information**

4.3 Wescast is committed to the development, purchase, and distribution of electronic and web-based documents which are fully accessible.

**Assistive Devices**

4.4 People with disabilities may choose to use their own personal assistive devices, while at Wescast Industries. Wescast acknowledges the importance of these devices and will allow people with disabilities to use their own personal assistive devices while at Wescast, unless there is a defined risk associated with that use.

4.5 Wescast will take steps to ensure that our employees are familiar with such assistive devices.

**Service Animals**

4.6 Wescast welcomes guide dogs or other animals that serve individuals with disabilities and, with the exception of those animals that are otherwise excluded by law, will permit the individual to keep the service animal with him or her in the areas of Wescast premises that are open to the public. In the event that a service animal is otherwise excluded by law from the premises, Wescast will make every effort to provide the disabled individual with an alternative method of obtaining, using or benefitting from its goods or services.

**Support Persons**

4.7 Wescast welcomes persons who support individuals with disabilities to accompany them into those areas of Wescast's premises that are open to the public. Wescast will ensure that disabled individuals have access to their support persons while on the premises. Such support persons need not be paid professional support workers. They may be volunteers, family members or friends who provide support to the disabled individual.

**Temporary Disruptions of Service**

4.8 In the event of a planned or unexpected disruption to services or facilities for individuals with disabilities, Wescast will provide advance notice of the disruption at the entrance to its facilities at a reasonable time in advance of the disruption and during the disruption. If the disruption is unexpected, the notice will be provided as soon as possible after the anticipated disruption becomes known to Wescast.

4.9 The notice will explain the reason for and anticipated length of the disruption and provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities if available.

**Training**

4.10 Wescast will provide training to those employees who interact with the public or third parties on Wescast's behalf and/or who are involved in developing Wescast's policies, practices and procedures regarding the provision of goods and services.

- Be provided with an overview of the AODA and the Customer Service Standard.



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- Be trained on how to interact, communicate and assist people with disabilities and in particular people with assistive devices, and those who require assistance of a guide dog, service animal or support person.
- Be made aware of the policies and procedures created by Wescast in accordance with the Customer Service Standard.
- Be trained how to help a person with a disability that is having difficulty accessing Wescast's goods or services.

4.11 Wescast will keep records of the training provided and who was trained and the dates provided.

**5.0 FEEDBACK**

5.1 Wescast invites feedback on the way it provides goods and services to individuals with disabilities. Feedback can be sent via email to the attention of Human Resources at [hr@wescast.com](mailto:hr@wescast.com) or the Customer Feedback Form may be provided to any Wescast location.

**6.0 ACCESS TO THIS POLICY AND RELATED DOCUMENTS**

6.1 A copy of this policy and all related documents shall be made available to persons with a disability upon request.

**7.0 QUESTIONS ABOUT THIS POLICY**

7.1 Contact Human Resources regarding questions about this policy, or if the purpose of the policy is not understood.

[hr@wescast.com](mailto:hr@wescast.com)

**8.0 DEFINITIONS:**

8.1 Disability: Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness. A condition of mental impairment, mental disorder, developmental disability, ;learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

8.2 Service Animal: An animal used by a person with a disability for reasons relating to his or her disability. The person may provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability or it may be readily apparent.

8.3 Support Person: A person who accompanies person with a disability in order to help with communication, mobility, personal care of medical needs or with access to goods or services.

8.4 Assistive Device: A tool, technology or other mechanism that enables a person with a disability to do every day and activities such as moving, communicating and lifting.



**9.0 REFERENCES/DOCUMENTS**

9.1 Individualized Emergency Response

9.1.1 CORP-FR-22-002 - Individualized Emergency Response Plan Agreement

9.1.2 CORP-MD-22-002 - Accommodation Tips for Interactions ERP

9.1.3 CORP-PR-22-001 - Emergency Response Planning – Accessibility

9.2 Accessibility Program

9.2.1 WII-12-PO-026 - Accessible Customer Service Policy

9.2.2 WII-12-FR-017 - Accessibility Feedback Form

9.2.3 WII-12-PO-028 - Alternate Format Procedure - Information And Communication Standards

9.2.4 WII-12-PO-029 - Disruption Service Procedure

9.2.5 WII-12-PO-030 - Accessible Employment Standard Policy

9.2.6 WII-12-PO-031 - AODA Individual Accommodation Plan

9.2.7 WII-12-FR-018 - Individualized Assistance Plan

Accessible formats of this document are available free upon request

This policy and its related procedures will be reviewed as required in the event of legislative changes.