



wescast industries inc.

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

Wescast Industries Inc. is committed to excellence in serving all customers including people with disabilities.

As a manufacturer of cast exhaust manifolds and turbocharger housings for passenger cars and light trucks, there is limited physical access by customers to our premises. However, to ensure access on-site at all our Canadian facilities, Wescast Industries Inc. has developed a plan to ensure that our practices and policies are consistent with AODA's core principles: Dignity, Equality of Opportunity, Integration and Independence.

Assistive devices

We will ensure that our employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services. Wescast Industries Inc. permits customers with a disability, where possible, to use their own assistive device when on our premises. If there is a barrier in place that prevents the use of an assistive device, we will first try to remove the barrier. If that is not possible, we will work with the individual to determine how she/he can be accommodated best.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

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 that are open to the public. Fees will not be charged for support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Wescast Industries Inc. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at reception and all employee information boards.

Training

Wescast Industries Inc. will provide training to employees who deal with actual or potential customers, as well as in ways to communicate with persons with disabilities. Training will also be provided to employees involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

This training will be a part of our new hire orientation. Staff will be trained should any changes be made to the accessible customer service plan.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Wescast'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 the elevator, or any equipment and devices that may require assistance.
- What to do if a person with a disability is having difficulty in accessing Wescast's goods and services

Feedback process

Customers who wish to provide feedback on the way Wescast Industries Inc. provides goods and services to people with disabilities can email us at hr@wescast.com or call head office at 519-750-0000. You will find a feedback form on our website, www.wescast.com, or can request a copy from our HR department by either email or calling our head office.

All feedback, including complaints, will be directed to our Human Resources department. Customers can expect to hear back in five (5) business days.

Wescast Industries Inc. will ensure this policy is available on our company website and can be provided to the public upon request.

Modifications to this or other policies

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

Availability of Documents

You may request a copy of Wescast's Accessible Customer Service Plan, Customer Service Accessibility Policy for Individuals with Disabilities, or any other document required under the AODA or the Customer Service Standard. To do so, please contact our HR department in writing, by email at the above-noted address, or by calling our head office at 519-750-0000.