



Eurospect

Accessibility Standards for Customer Service Policy

Purpose/ Intent

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 products themselves.

Scope

- This policy applies to all Eurospect employees, both full time and contractors, who act on behalf of Eurospect to deal with the public or other third parties during the provision of goods and services that occur in the Company premises.
- The section of this policy that addresses the use of guide dogs, service animals and service dogs applies when goods and services are provided to members of the public or other third parties at premises owned and operated by Eurospect.
- This policy also apply to all persons who participate in the development of the Company's policies, practices and procedures governing this provision of goods and services to members of the public or other third parties.

General Principles

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- a. The Provision of Goods and Services to Persons with Disabilities
- b. The use of Assistive Devices

- c. Communications
- d. The use of Guide Dogs, service animals and service dogs
- e. The use of support persons
- f. Notice of service disruptions
- g. Training
- h. Customer feedback
- i. Notice of availability and format of required documents

A) Provision of goods and services to persons with disabilities

Eurospec is committed to eliminate barriers and provide accessibility to our customers and other third parties with disabilities when providing goods and services with personal dignity, independence and integration. Persons with disabilities may use assistive devices and/or support persons in the access of goods and services. We will meet applicable legislation regarding the provision of customer service.

B) Assistive Devices

The following assistive devices are either accessible, or allow to be used within the Eurospec premises:

- Wheelchairs
- Walkers
- White Canes
- Portable magnifiers
- Recording machines
- Assistive listening devices

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. Persons with other specific assistive devices should discuss it with the Eurospec representatives prior to coming into the premises to ensure that special arrangement could be made.

C) Telephone services

Although we are committed to provide fully accessible telephone service to our customers, Eurospec will continue to communicate with people with disabilities in

ways that take into account their disability. If telephone communication is not suitable to their communication needs or is not available, we would communicate with them by email, fax, or mail, as appropriate.

D) Service Animals

Service animals and guard dogs will be allowed access to our premises, except in areas where otherwise prohibited due to safety reasons. The customer that is accompanied by a guide dog, service dog or other service animal is responsible for maintaining care and control of the animal at all time. However, when service animals are not clearly identified, Eurospec will ask the owner to provide appropriate documentation.

E) Support Persons

Unless there is a genuine safety concern, support persons shall be allowed to accompany the customer at all times. During meetings where confidential information may be discussed, the support person may have to sign the confidential consent form prior to joining the meeting. The support person must also follow Eurospec Health & Safety policies and procedures during his/her stay in our premises.

F) Notice of Disruptions in Service

Should there be any planned or unplanned disruption, or availability of assistive devices, Eurospec will provide as much advance notice to the parties concerned, or notify all customers and other third parties through our company website. Notices will also be posted at the entrance of the front door prior to the disruptions in services.

G) Feedback Process

Eurospec welcome feedback and comments from our customers, the public or other third parties on our services, and we do take the comments and suggestions seriously. Concerned parties can either directly feedback to the Eurospec representatives, complete the customer feedback form located at customerservice@eurospectooling.com

Or send your feedback to our Eurospec company website at:

eurospectooling.com

Eurospec will acknowledge your feedback and respond accordingly.

H) Training

- Eurospec will provide training on the Accessibility for Customer Service Policy to all existing employees and all new employees during their orientation training sessions. The training will include all employees who have contact with customers. The primary purpose of the training is to create awareness and to ensure compliance with the Policy and Accessibility Standards for Customer Service. Training will be on an ongoing basis as changes occur to the Policy and / or to the Accessibility Standards for Customer Service.
- Personnel who are involved in developing the Accessibility Standard policy, practices and procedures are trained to be familiar with the topics in the Standard itself.
- Trained employee will sign an acknowledgement form to accept and carry out the policy (please see the attached form).
- Training records and documents of the Accessibility for Customer Service Policy shall be kept identifying date of training provided and to whom the training was provided, and will be maintained by the Eurospec Human Resources Department and kept in each employee's personnel record.

I) Notice of availability and format of required documents

Eurospec "Accessibility Standards for Customer Service Policy" will be posted internally on our noticeboards to remind employees to abide by our accessibility standard. It will also be posted on the Eurospec Company Website so that our customers will be aware of our services; and any changes and update to the policy.