

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY STATEMENT

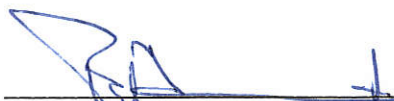
TAM ELECTRIC LTD. is committed to ensuring that its policies, practices and procedures are consistent with the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*. In partnership with persons with disabilities, we will ensure that all clients and visitors receive the same value and quality by identifying, removing and preventing barriers.

In fulfilling our commitment, TAM ELECTRIC LTD. shall:

- Establish a policy that complies with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*
- Communicate with persons with disabilities in a manner that accounts for their disabilities and in keeping with the principles of dignity, independence, integration and equal opportunity
- Allow clients to use service animals, personal assistive devices and support persons while accessing goods and services or conducting business
- Implement training for employees, volunteers and others who deal with the public regarding the Accessibility for Ontarians with Disabilities Policy and the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*
- Provide notice when there is a disruption of service and include the expected length of disruption, the reason and alternative accessibility option(s)
- Establish a feedback procedure so anyone can comment on the provision of goods or services to persons with disabilities

It is the responsibility of the managers and supervisors to ensure that all employees follow the guidelines and are appropriately trained in the requirements set forth in the Accessibility for Ontarians with Disabilities Policy.

TAM ELECTRIC LTD. will provide a work environment that respects the dignity and independence of persons with disabilities by promoting open lines of communication between all workplace parties and persons with disabilities.



Patrick Talenti, President
TAM ELECTRIC LTD
October 22, 2024

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

1.0 Purpose: To establish policies, practices and procedures to ensure accessibility to customers and others in accordance with *Accessibility for Ontarians with Disabilities Act, 2005* (the "Act") including Ontario Regulation 429/7 Accessibility Standards for Customer Service.

2.0 Definitions:

2.1 Assistive Device: is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading

2.2 Disability: The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; a condition of mental impairment or a developmental disability; a learning disability, or dysfunction in one of more of the processes involved in understanding or using symbols or spoken language; a mental disorder or, an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

2.3 Guide Dog: A highly-trained working dog that had been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind

2.4 Service Animal: As defined in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if: It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

2.5 Service Dog: As defined in the *Health Protection and Promotion Act*, Ontario Regulation 562, a dog other than a guide dog for the blind is a service dog if it is readily apparent to an average person that the dog functions as service dog for a person with a medical disability; or the person who required the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog

2.6 Support Person: As defined in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to good and services

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3.0 Procedure: AODA duties and responsibilities will be met by adhering to the following procedures and practices:

3.1 Assistive Devices

3.1.1 Persons with disabilities may use their own assistive devices as required with accessing goods and services. 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 or services

3.2 Service Animals

3.2.1 A person with a disability accompanied by a service animal will be allowed access to any places that are open to the public

3.3 Support Persons

3.3.1 If a client or visitor with a disability is accompanied by a support person, both persons will be allowed to enter the premises together and the client will not be prevented from having full access to the support person

3.3.2 In situations where confidential information might be discussed, consent will first be obtained from the client, prior to any such conversation or disclosure

3.4 Communication

3.4.1 Communicate with a person with a disability in a manner that takes into account his/her disability. Ask the person how they would like to be communicated with

3.5 Training

3.5.1 Will be completed when required.

4.0 Service Disruption- In accordance with the Accessible Customer Service Standard, a regulation under the Accessibility for Ontarians with Disabilities Act, 2005, notification is required for temporary disruptions in facilities or services made available for persons with disabilities.

4.1 Service disruption: A planned or unexpected interruption in facilities or services during normal hours which may have impact on access to facilities, programs, goods or services. Examples include interrupted access to roadways, elevators, parking, programs, goods and services caused by construction, maintenance or repairs, electrical or IT shut downs, service closure, washroom closure or hallway obstructions.

4.2 Planned service disruption: Disruption known at least three days' in advance with an expected duration of three hours or more.

4.3 Unplanned service disruption: Disruption without prior notification with an expected duration of three hours or more.

4.4 Notice of service disruption: A notice of disruption must contain the reason for the disruption, the anticipated duration with the start date/time and estimated restore date/time and a description of alternate facilities or services, if available.

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- 4.5** Persons with disabilities often make special arrangements in order to access programs, goods and services (for example, accessible transit, attendant care services, interpreters etc.) and as such, notice of service disruptions will be provided when any facility, technology or service that a person with a disability usually uses to access programs, goods and services is temporarily unavailable or is expected to be temporarily unavailable in the near future.
- 4.6** Temporary disruptions in services and facilities may occur due to reasons that may or may not be within the institution's control or knowledge. Notice of planned disruptions will be provided in advance. In the case of unplanned service disruptions, a reasonable effort will be made to provide timely notice, recognizing that in some circumstances, such as in the situation of unplanned temporary disruptions, advance notice will not be possible.
- 4.7** General emergency closures do not require a disruption of service notice, but shall be posted at the facility.

5.0 Supporting Document(s):

- 5.1** AODA-004 Customer Feedback Form

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES COMPLIANCE GUIDELINES

1.0 Purpose: The AODA was designed to make Ontario more accessible by identifying, removing and preventing barriers for persons with disabilities. As a result five standards were set out as mandatory requirements. These include: Customer Service, Information and Communication, Employment, Transportation; and Built Environment. Each standard has rules we must comply with a goal of making Ontario barrier free by 2025.

Overview of the Accessibility Standards for Customer Service

The Customer Service Standard is the first of the five standards to be introduced and is to be in place as of January 1, 2012. The standard applies to all people, businesses and organizations that provide goods and services to the public, other organizations or third parties. The goal is to ensure people with disabilities receive the same access to goods and services as everyone else. It requires that goods and services will be provided under the principles of dignity, independence, integration and equal opportunity. The Standard also mandates communication, assistive devices, guide dogs, service animals, support persons, service disruptions, feedback and training.

2.0 Requirements

- 2.1** Establish a policy that complies with the Customer Service Standard. Develop procedures and practices that follow guidelines and that are consistent with the core principles of dignity, independence, integration and equal opportunity.
- 2.2** Communicate with a person in a manner that takes into account their specific disability. Ask the person how they wish to be communicated with. Allow customers to use their personal assistive devices. Allow customers to be accompanied by their guide dogs.
- 2.3** Allow customers who are accompanied by support persons to bring that person with them while they are conducting business.
- 2.4** Provide notice when services that customers with disabilities rely on are unavailable including when the expected length of the disruption, the reason and any alternatives available.
- 2.5** Develop a feedback process relating to the services and goods received by persons with a disability in a manner that is easiest for that person.
- 2.6** Document in writing all of the policies, procedures and practices related to the Customer Service Standard. Notify customers these documents are available at any time in any location in a format that takes into account their disability.

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3.0 Procedure:

- 3.1** A major requirement in order to be compliant with Service Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 is that all employees be trained and informed on the policies, practices and procedures put in place by the employer.
- 3.2** Training on the Accessible Customer Service Policy will be done every 3 years or whenever new changes to the policy occur. New employees will have the policy and program explained to them by their manager and signs the acknowledgement form stating that the policy and program has been read and understood.

3.3 Penalties for Lack of Compliance

- 3.3.1** Under the AODA, the government has the authority to conduct inspections to ensure compliance. Failure to comply could result in fines as high as \$50,000 per day for individuals and \$100,000 per day for corporations. Regulation C11 S39 (2) .
- 3.3.2** Similar to any other policies, employees are expected to be in compliance. Failure to comply will result in discipline, up to and including termination for cause.

4.0 Supporting Document(s): N/A