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| Original: June 15, 2016 | | Prepared By: Christine VanEerde, EH&S Coordinator | |
| Location: Office / Plant | | Approved By: Butch Medemblik | Signature: <i>B. Medemblik</i> |
| Rvsn # 2 | Date: June 28, 2021 | Summary: 1. Updated template and revised document to better reflect Statement of Commitment, responsibility, privacy and confidentiality. | |

STATEMENT OF COMMITMENT:

At Walinga Inc, we are committed to providing goods and services to our customers in a way that respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same service to the best of our ability, in the same place in an integrated manner, and where possible without the need for adaptation unless alternate measures are necessary, in a timely manner. The same commitment applies to those with disabilities that may be providing goods and services for our facilities or visiting Walinga.

Purpose:

This policy is intended to meet Walinga’s requirements under the [Integrated Accessibility Standards](#), Ontario Regulation 191/11 set forth under the [AODA, 2005](#). This policy applies to accessible services and supports to persons with disabilities. Walinga’s EH&S Coordinator will be responsible for the administration and communication of this policy.

Scope:

This policy shall apply to every employee, management personnel, clients, job seekers, students, visitors or any third party that may enter our premises, access our information or use our services. Walinga will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles and shall be mindful of:

1. **Dignity** – providing service in a way that allows the person with a disability to maintain self-respect and the respect of other people.
2. **Independence** – a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
3. **Integration** – providing service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities.
4. **Equal opportunity** – providing service to a person with a disability in such a way that they have an equal opportunity to access your goods, services or facilities as what is given to others.

The provisions of Walinga's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Walinga's goods and services.



Roles and Responsibilities:

All Walinga personnel shall be aware of their rights and responsibilities with respect to accommodation. All Walinga personnel are responsible for implementing the Accessibility Standards for customer service. Walinga is to accept requests for accommodation from employees, customers / suppliers / visitors in good faith and request only that information that is required to provide for the accommodation.

All Walinga personnel must report to the EH&S Coordinator any opportunity that does not allow for accessibility to the premises and are to take an active role in examining accommodation solutions that meet individual needs, deal with accommodation requests as quickly as possible; even if it means creating a temporary solution where a long-term one is to follow.

Privacy and Confidentiality:

Each request for accommodation may involve disclosing private or highly sensitive information. Individuals required to be notified of this information shall establish what specifically is required for accommodation requested and will only disclose this information with the consent of the individual requesting accommodation.

All information shall be maintained by Human Resource in a secure location, separate from the accommodation seeker's personnel file. Information to be maintained includes:

- The accommodation request
- Any documentation provided by the individual seeking accommodation
- Notes from any meetings
- Any accommodation alternatives explored
- Any accommodations provided

Communication:

When communicating with a person with a disability, Walinga will do so in a manner that takes into account the person's disability.

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the company's goods and services. Exceptions may occur in situations where Walinga has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, Walinga may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from Walinga's goods and services, where Walinga has such other measures available.

Please understand that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.



SERVICE ANIMALS:

Persons with a disability may enter Walinga accompanied by a Service Animal and keep the animal with them for the duration of their visit.

If it is not readily apparent that the animal is a Service Animal, Walinga may ask the person with a disability to confirm this information either via a letter from a physician or another regulated health professional, if applicable, confirming that the person requires the animal for reasons relating to his or her disability or a certificate of training from a recognized guide dog or service animal training school.

Please understand that it is the responsibility of the person with a disability to ensure that his or her Service Animal is kept in control at all times.

SUPPORT PERSONS:

A person with a disability may enter Walinga with a Support Person and have access to the Support Person while on the premises (there is no fee charged for the support person to be on our premises).

Walinga may only require a support person to accompany someone with a disability for the purpose of Health and Safety, and in consultation with the person.

COMMUNICATIONS:

Staff responsible to communicate with employees / customers / supplier's / visitors in person may do so verbally (speak slowly, clearly and in simple language), via computer (email) or handwritten communications (legible).

- Provide Interpreter / Translator if a definite long term commitment (fees to be determined).
- Company Emergency Response Plans are posted on the company website and are available to the public for review. Where specific accommodations are necessary, the company must be notified prior to the individual with disability arriving in order to ensure measures are in place for their safety.

USE OF FACILITIES:

- Wheelchair accessible washrooms are located in the main office.
- As most offices and the conference room are on the upper level of the Guelph plant, this may limit access for individuals with certain disabilities and/or confined to a wheelchair. Individuals are to indicate such limitations that use of the main floor offices or the outside training room may be arranged.

NOTICE OF DISRUPTION OF SERVICES:

When there is a disruption in a particular service used to allow a person with a disability to access goods and services, Walinga will give notice of the disruption to the public by posting information on their website (www.walinga.com) or by posting a notice at the front entrance of the building (where interruption not anticipated).



FEEDBACK:

Individuals that wish to provide feedback on the way Walinga provides goods and services to people requiring accommodation may report by contacting the facilities Plant Manager:

Guelph location: (519) 763-7000 ext. 231 or djs@walinga.com

Fergus location: (519) 787-8227 ext. 110 or duane.swaving@walinga.com

Communication received, verbally or via email will be shared in confidence with the EH&S Coordinator and the JHSC, where appropriate to further evaluate and make improvements to our current policy.

Communication & Training:

This Accessibility Program will provide training that will include how to interact and communicate with persons in a manner that takes into account their disability. This policy will be made available upon request in a timely manner and in a format that takes into account the person's disability. A copy of the AAD Policy may be found in the company's Health and Safety Training Manual and on the company website.

Training must include:

- the purpose of the [Accessibility for Ontarians with Disabilities Act](#)
- an overview of the [requirements of the customer service standard](#)
- your organization's policy on providing accessible customer service
- tips on how to interact with people with various types of disabilities
- tips on how to interact with people who use an assistive device or require the assistance of a service animal or support person
- information on how to use any equipment or devices available in your organization to help provide goods, services or facilities to people with disabilities (e.g., screen readers, lifts, TTY phone line)
- tips on what to do if a person with a disability is having difficulty accessing your organization's goods, services or facilities
- training of staff when there are any changes to our accessible customer service policies.

Training records are kept in the employees file which is retained by the EH&S Coordinator.

Evaluation:

Our Accessibility Standards for Customer Service is reviewed every 5 years and periodically by the JHSC or when there is feedback, new legislation or accommodations to be considered or implemented. Any changes required are made at that time.

Reference Materials:

- Ontario Regulation 429/07
- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- O. Reg. 191/11 Integrated Accessibility Standards