

Chapter 37B

Accessibility Ontarian Disability Act

Customer Service Policy

Title: AODA	Date of Issue: Jan 2019
Approved by: Marcel Pantano	Review/Revise Date: Jan 2024/ March 2026
Location: All Facilities	

Purpose

The purpose of this policy is to guide employees in providing accessible customer service. It ensures that MTD Metro Tool & Die follows the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and Ontario Regulation 429/07 (Accessibility Standards for Customer Service).

Scope

MTD Metro Tool & Die is committed to removing barriers and improving access to our programs and services.

This policy applies to all employees who represent the company or provide service to customers and visitors. This includes executives, directors, managers, sales staff, engineering, quality staff, and all other company representatives.

Policy Statement

MTD Metro Tool & Die is committed to providing customer service that respects the dignity and independence of people with disabilities.

We will follow the Accessibility Standards for Customer Service under the AODA and work to meet or exceed the needs and expectations of our customers.

1. Communication

Accessible Formats and Communication Supports Policy

MTD is committed to meeting the information and communication needs of people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

This commitment applies to all employees, customers, visitors, and members of the public who interact with MTD, including within our offices, customer service areas, and manufacturing facilities.

Upon request, MTD will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the individual's accessibility needs due to disability and at a cost no more than the regular cost charged to other persons.

MTD will consult with the individual making the request to determine the suitability of an accessible format or communication support.

Accessible formats and communication supports may include, but are not limited to, large print, accessible electronic formats, plain language summaries, or other methods that effectively meet the individual's needs.

If it is determined that information or communications are unconvertible meaning it is not technically feasible to convert the information, or the technology required to do so is not readily available MTD will provide the person requesting the information with:

- an explanation as to why the information or communication is unconvertible; and
- a summary of the unconvertible information or communication.

MTD will notify the public about the availability of accessible formats and communication supports through publicly available information, including our website and on-site signage at our facilities, including manufacturing locations.

MTD is committed to continuously improving accessibility across all aspects of its operations and ensuring compliance with applicable accessibility legislation.

MTD will communicate with people with disabilities in ways that consider their individual needs.

Employees who communicate with customers will receive training on how to interact with people who have different types of disabilities.

2. Telephone Services

MTD is committed to providing accessible telephone service.

Employees will be trained to speak clearly and respectfully. If telephone communication does not meet a customer's needs, we will offer other methods of communication, such as email.

3. Billing

MTD will provide accessible invoices and notices upon request. Alternative formats will be made available when needed.

4. Support Persons

People with disabilities may be accompanied by a support person while visiting MTD.

Support persons must sign in at the front reception desk, sign the Visitor's Log, and wear a visitor badge while on site.

5. Service Animals

People with disabilities may bring their service animal into MTD facilities unless the law prohibits it.

If a service animal is not allowed by law in a specific area, MTD will work to find another way to provide service.

The individual is responsible for keeping their service animal under control at all times.

6. Notice of Temporary Disruptions

If there is a temporary disruption to services or facilities used by people with disabilities, MTD will provide notice as soon as possible.

The notice will include:

- The reason for the disruption
- How long it is expected to last
- Any alternative services available

7. Feedback Process

Accessible Feedback Process

MTD will ensure that its feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports upon request, in a timely manner and at no additional cost.

Upon request, MTD will consult with the individual to determine the most appropriate accessible format or communication support to facilitate the provision of feedback or response.

To support an inclusive and accessible feedback process, MTD will take the following steps:

- Encourage and welcome feedback to identify, prevent, and remove accessibility barriers, and to respond to concerns related to accessibility across all areas of the organization, including offices and manufacturing facilities.

- Provide multiple methods for submitting feedback, including but not limited to telephone (company business line), email (Human Resources), the company website, and written correspondence (mail).
- Acknowledge and follow up on feedback in a timely manner, and where a response is requested, provide a reply within five (5) business days or as soon as reasonably practicable.
- Provide responses and any related documentation in a format that takes into account the individual's accessibility needs due to disability.

MTD will notify the public about the availability of accessible feedback processes through publicly available information, including its website and on-site communications.

We value the input and experiences of our employees, customers, and visitors. Individuals who wish to provide feedbacks, including complaints related to accessibility, are encouraged to contact the Human Resources Department.

All feedback will be reviewed to support MTD's ongoing commitment to improving accessibility and fostering an inclusive, barrier-free environment for everyone.

MTD Metro Tool & Die LTD welcomes feedback regarding accessibility.

Feedback may be provided through:

- Website: www.mtdmetro.com (Contact Us page)
- Phone: 905-625-8464
- Email: human.resources@mtdmetro.com
- Mail:

Human Resources
1065 Pantera Dr
Mississauga, Ontario L4W 2X4

Accessible formats for feedback processes are available upon request.

Updated AODA content outlining how to provide feedback will remain visible to both employees and visitors.

MTD's goal is to meet or exceed customer service expectations, including service for people with disabilities.

We welcome feedback about how well we are meeting these expectations.

8. Training

MTD will provide training to:

- All employees who serve the public or third parties
- All employees involved in developing customer service policies and procedures

Training records will be maintained by the Human Resources department.

Training will include:

- The purpose and requirements of the Accessibility for Ontarians with Disabilities Act, 2005
- MTD's accessibility policies and procedures
- How to communicate and interact with people with different types of disabilities
- How to assist individuals who use assistive devices, support persons, or service animals
- What to do if someone with a disability is having difficulty accessing services

Responsibility

Human Resources Manager

- Ensures training is completed, documented, and enforced

Managers

- Ensure employees under their supervision are trained and follow this policy

Reference

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Regulation 429/07 – Accessibility Standards for Customer Service