



3700 DelDuca Drive, Oldcastle, Ontario N0R 1L0

Phone: (519) 737-9990 Fax: (519) 737-9992

Accessibility Policy

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, Accessibility Standards for Customer Service, Ontario regulation 429/07, Calframax Technologies Inc., is committed to excellence in serving all customers including people with disabilities.

Organizational Commitment

Calframax is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we may have on site or that we provide that may be used by customers with disabilities while accessing our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability, respecting their dignity and independence, and taking into account their specific needs.

Telephone / Email Services

We are committed to providing fully accessible telephone services to our customers / employees. We will train staff to communicate with customers / employees over the telephone in a clear and plain language and to speak clearly and slowly. We will offer to communicate with customers / employees by e-mail if telephone communication is not suitable to their communication needs or not available.

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 and other third parties.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the premises.

- Fees will not be charged for support persons

We will notify customers of this through a notice posted on our premises.



3700 DelDuca Drive, Oldcastle, Ontario N0R 1L0

Phone: (519) 737-9990 Fax: (519) 737-9992

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Calframax Technologies 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.

This notice will be placed on the front door and side entrance.

Billing

Calframax is committed to providing accessible notices or invoices to all our customers. Notices or invoices will be provided in alternative formats upon request.

Training

Calframax Technologies Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

All Employees

This training will be provided to staff within 3 months

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards Regulation as well as any updates made to the Act or regulation.
- Calframax technologies Inc.'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 support person
- How to use any equipment or device available on site that may help with providing good and services to people with disabilities. (Currently there are no such devices on the premises).
- What to do if a person with a disability is having difficulty in accessing Calframax Technologies Inc.'s goods and services.

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Calframax Technologies Inc. provides goods and services to people with disabilities can contact trudy.styles@calframax.com or by calling the office at 519-737-9990.



3700 DelDuca Drive, Oldcastle, Ontario N0R 1L0

Phone: (519) 737-9990 Fax: (519) 737-9992

All feedback, including complaints will be handled quickly, with a response within ten (10) business days to the party that made the inquiry/complaint. All inquiries/complaints will be forwarded to the President of Calframax Technologies Inc.

Notice of Availability

Calframax Technologies Inc. will notify the public that our policies are available upon request by posting a notice on our bulletin board.

Modifications to this or other Policies

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