



Company Policy

Customer Service Accessibility

SAP DOCUMENT 828840 (REV 2)

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1.0 PURPOSE

The purpose of this policy is to convey Curtis Wright's (CW) commitment to eliminating barriers and improving accessibility for people with disabilities and outlining procedures, actions, and training with respect to this standard. This policy is intended to meet the requirements of the Accessibility for Ontarians with Disabilities Act (2005), and all related standards and regulations introduced under the legislation. We are committed to ensuring that persons with disabilities are provided equal opportunities and standard of service in a way that maintains their dignity and independence.

2.0 SCOPE

This policy applies to all those working at CW including regular and term employees, contract staff and students who deal with the public, or other third parties, as well as persons involved in developing policies, procedures, and practices pertaining to the provision of goods and services to the public or third parties.

3.0 PROCEDURE OWNER

Manager, Human Resources

4.0 RELATED DOCUMENTS

Accessibility for Ontarians with Disabilities Act, 2005- Regulation 429/07

5.0 DEFINITIONS

AODA – Accessibility for Ontarians with Disabilities Act 2005

Barrier – As defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

Disability – As defined by the AODA and the *Ontario Human Rights Code*, means:

1. And degree of physical disability, infirmity, malformation or disfigurements that is caused by bodily injury, birth defect or illness,
2. A condition of mental impairment or a developmental disability,
3. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder, or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Ontario Workplace Safety & Insurance Act*, 1997.

6.0 POLICY STATEMENT & INSTRUCTION

CW is committed to excellence in serving all customers including people with disabilities. We are committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equality of opportunity.

CW supports persons with disabilities in using assistive devices, support persons or service animals as necessary to access company products and services.

6.1 Communication:

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

6.2 Telephone Services:

CW will train employees to communicate over the phone in clear and plain language and to speak clearly and slowly. If telephone communication provides a barrier to a person with a disability, CW will communicate in writing, by e-mail, by fax or by other electronic means.

6.3 Assistive Devices:

The use of assistive devices by persons with disabilities to obtain, use or benefit from company products and services will be recognized unless otherwise prohibited due to health and safety or privacy issues.

6.4 Support Persons:

Persons with disabilities who are accompanied by a support person will be allowed to have that person accompany them on our premises unless otherwise prohibited due to health and safety, security, or privacy issues.

Where there are barriers to access or attendance by a Support Person, CW will seek to facilitate access to ensure the participation of persons with disabilities.

6.5 Service Animals:

CW welcomes and will permit people with disabilities to be accompanied by their service animal unless otherwise prohibited due to health and safety. If a service animal is excluded by law, CW will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from CW's services where possible.

6.6 Billing

CW is committed to providing accessible invoices to all of our customers. For this reason, invoices can be provided in various formats on request. We will answer questions a customer may have about the content of the invoice in person, by telephone or email as required.

6.7 Notice of Disruption:

CW will make every effort to provide as much notice as possible in the event of a disruption of service and/or access to our facility. Notice will include information regarding the reason for the interruption, the anticipated

length of time, and a description of alternative means. Notice will be given by posting this information in a prominent location at CW facilities or by such other method as is reasonable under the circumstances.

6.8 Feedback:

CW welcomes feedback from our customers on the way we provide products and services to persons with disabilities. Feedback can be provided in person or in writing to 333 Palladium Drive, Ottawa, ON, K2V 1A6, Attention: Human Resources, Reference: Accessibility, by contacting us via telephone at 613.599.919, by visiting our website at: <http://cwcdefense.com/about-us/accessibility.html>, or by sending an email to aoda@curtisswright.com.

By working in Consultation with the person making the request, the CW employee will ensure the appropriate support is provided. Requests for feedback or materials in different formats will be responded to within 10 business days.

7.0 RESPONSIBILITIES

7.1 Manager, Human Resources

Responsible for reviewing the policy to ensure it continues to meet Ontario legislative requirements and respects and promoted the dignity and independence of people with disabilities.

7.2 Employees

Must comply with the requirements of this policy and complete required training with respect to the policy

8.0 TRAINING

The company will provide accessibility training to all employees. The training will be provided through the company e-mail systems and corporate LMS. The training will be incorporated into the new hire orientation process and retraining will only be required on a substantive change to the policy. Assessment of understanding of the policy will be observed through employees' interaction with the public.

Existing employees will be required to complete the training using the corporate LMS tool.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and the requirements of the customer service standard (Regulation 429/07);
- And understanding of how to interact and communicate with persons with various types of disabilities including those who use an assistive device, service animal or support person;
- What to do if a person with a particular type of disability is having difficulty accessing our products and services; and
- Training on CW/s current policies, practices and procedures relating to the Customer Service Standard.

CW will keep records of the training provided on the corporate LMS.

