



Boshart Industries Inc. ♦ P.O. Box 310, 25 Whaley Ave., Milverton, ON N0K 1M0
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AODA Public Customer Service Policy

PURPOSE

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline the responsibilities of employees working on behalf of Boshart Industries in providing goods, services and opportunities to people with disabilities.

POLICY

Boshart Industries strives at all times to provide its goods, services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others.

Boshart Industries is committed to excellence in serving all, including people with disabilities. This commitment is demonstrated in the areas of:

Communication

We communicate with people with disabilities in ways that take into account their disability. We train staff personnel on how to interact and communicate with people with disabilities. Our Information Technology websites meet the requirements of WCAG 2.0 Level AA except where this is impracticable.

Telephone Services and Assistive Devices

We train staff personnel to communicate over the telephone in clear and plain language and to speak clearly and slowly. We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services or opportunities.

Invoicing

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also

ensure that all staff personnel are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Every effort will be made to ensure that any offsite event venues are compliant with Boshart Industries' commitment regarding service animals.

Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Employment

We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression.

Facilities

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. As appropriate, we are willing to provide necessary alterations to our facilities to accommodate people with disabilities.

Notice of temporary disruption

Boshart Industries will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

PROCEDURE

Training for staff

Boshart Industries provides disability related accessibility training to all staff personnel. Training is developed and delivered in various formats.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards.
- 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 a support person.
- How to learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing Boshart Industries' goods and services.
- Boshart Industries' policies, practices and procedures relating to the integrated standards. Staff personnel will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.



Revisions

All Boshart Industries policies and procedures are developed or updated so as to respect and promote the dignity and independence of persons with disabilities.

Feedback process

In 2012, Boshart Industries ensured it had accessible ways to receive and respond to feedback. Boshart Industries will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities and will respond to feedback promptly.

Boshart Industries most recently submitted its accessibility compliance report confirming compliance with its accessibility obligations as of June 25, 2021.

For more information on this Accessibility Plan, please contact:

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Upon request, a copy of the Accessibility Plan will be provided.