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Accessibility Standard for Customer Service

Date of issue: December 2023
Management: Eric Brouwer

Review/ Revise date: December 2024
JHSC: Brian Omand

Kesmac Inc is committed to ensuring equal access and participation for people with disabilities. We are 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 by meeting our accessibility requirements under Ontario's accessibility laws.

Kesmac is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Kesmac Inc. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. We are committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. Staff will be trained on how to interact with persons with a variety of disabilities. A notice will be placed on the health and safety bulletin board for all employees to see that they are to inform the Human Resource department if special accommodations are needed in case of an emergency evacuation.

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. Service animals will not be permitted in the manufacturing/ warehouse section of our property, this poses too great of a hazard for the animal.

Support persons

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

In certain cases, such as touring the warehouse, we might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Kesmac will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

A Kesmac Employee will assist as needed the person(s) with disabilities on the premises should the need arise.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities a notice will be posted on the front door. 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.

Training

Kesmac Inc will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- Shipping and receiving
- Office staff
- Sales people
- Production manager
- Purchasers
- Engineering
- Service Technicians
- Anyone who deals with outside public/ other companies.

This training will be provided to staff during orientation or in the case of job change the employee will be trained. All other personnel will be trained no later than December 31 2012. New employees will be trained upon hiring and a copy of the policy is included in the welcome package to all new employees.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

- Kesmac 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 a support person
- What to do if a person with a disability is having difficulty in accessing Kesmac Inc's goods and services.

Staff will also be trained when changes are made to our plan.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

Feedback process

Customers who wish to provide feedback on the way Kesmac Inc provides goods and services to people with disabilities can complete a customer survey, email or verbally communicate to the human resource department or health and safety coordinator their comments and/ or concerns. In the case there is person who is visually impaired, the customer survey can be read to them by the Health and Safety Coordinator or Human Resources.

All feedback, including complaints, will be directed to the human resources department and health and safety Coordinator. Customers can expect to hear back within thirty days.

Modifications to this or other policies

Any policy of Kesmac Inc's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. This policy will be reviewed annually and updated according to Kesmac policy and/ or the AODA standard set by the Ministry for Seniors and Accessibility