Electrical Contacts Limited

Revision	0.0
Review Date	

Approvals	Signature	
President: Peter Allen		Date: 2026-11-06
MT Team #1: Viktoria Irwin		Date: 2026-11-06
MT Team #2: Aaron Grant		Date: 2026-11-09
MT Team #3: A. Condinho	A. Condinho	Date: 2026-11-09

Policy: Accessible Customer Service

PURPOSE:

The purpose of this policy is to establish Electrical Contacts Limited's (ECL) expectations for providing accessible goods, services, and facilities to persons with disabilities in a manner that respects dignity, independence, integration, and equal opportunity. This policy works in conjunction with ECL's Accessibility for Ontarians with Disabilities (AODA) Policy and supports its implementation through specific accessible customer service expectations.

SCOPE:

This policy applies to all Associates and persons providing goods, services, or facilities on behalf of ECL, and governs accessible service to customers, suppliers, contractors, visitors, and other third parties.

Definitions:

- **Assistive Device:** Equipment or a device used by a person with a disability to assist with communication, mobility, daily activities, or access to services.
- **Service Animal:** An animal readily identifiable as being used for disability-related reasons or supported by documentation from a regulated health professional permitted under the applicable regulation confirming that the animal is required for disability-related reasons.
- **Support Person:** A person who accompanies an individual with a disability to assist with communication, mobility, personal care, medical needs, or access to services.

POLICY STATEMENT:

Electrical Contacts Limited will provide accessible customer service in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, the Integrated Accessibility Standards Regulation, and the Ontario Human Rights Code. This policy works in conjunction with ECL's AODA Policy.

ECL primarily serves business customers through remote communications, with site visits arranged by invitation or appointment. The Company will use reasonable efforts to ensure its customer service practices respect the dignity and independence of persons with disabilities and provide integrated service and equal opportunity to access its goods, services, and facilities.

Where disability-related accommodation is requested, or an accessibility need is apparent, ECL will consult with the individual to identify appropriate arrangements. Alternative measures will be provided where necessary to enable access. Applicable safety requirements will be assessed individually, with accommodation provided up to the point of undue hardship.

This policy will be reviewed and amended as necessary to reflect applicable legislative changes or organizational developments, ensuring continued relevance, accuracy, and compliance with current standards.

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President: Peter Allen		Date:
MT #1: Victoria Irwin	V. I	Date: 2026-11-09
MT #2: Jason Grant		Date: 2026-11-09
MT #3: J. Condinho	JC	Date: 2026-11-09

Communication and Assistance:
Where disability-related accommodation is requested, or an accessibility need is apparent, ECL will consult with the individual and provide or arrange suitable assistance, accessible formats, or communication supports. Requests requiring additional arrangements will be referred to Human Resources. Any specific safety concerns will be assessed individually, with suitable controls or alternatives considered before access is restricted

Arranged Site Visits:
Visits must follow ECL's Visitors Policy, including registration, escort, confidentiality, and applicable safety requirements, with disability-related accommodation considered. Visitors will be encouraged to identify accessibility needs in advance. Requests received upon arrival will be addressed as promptly as practicable. Visits do not provide unrestricted access to production or other controlled areas.

Assistive Devices:
Persons with disabilities may use personal assistive devices when accessing ECL's services or attending an arranged visit. Where a device presents a specific safety or accessibility concern, Human Resources will consult with the individual and the appropriate department to assess suitable controls or alternatives. Associates must refer unresolved concerns to Human Resources before refusing access or service.

Service Animals:
Service animals are permitted in office and meeting areas accessible to customers and other third parties, unless excluded by law. Manufacturing and warehouse areas contain metal shavings, chemicals, operating machinery, and mobile equipment. Requests for service animal access to manufacturing or warehouse areas require an individualized assessment by Human Resources and Operations, in consultation with the individual. Access may be restricted where prohibited by law or where documented safety risks cannot be adequately controlled without undue hardship. ECL will work with the individual to arrange effective alternative access to its goods and services. The handler is responsible for the animal's care, supervision, and control.

Support Persons:
Persons with disabilities may be accompanied by a support person during arranged visits and will not be prevented from accessing that person in areas available to them. Support persons must follow applicable visitor, confidentiality, and safety requirements. ECL will communicate directly with the individual receiving service and obtain consent before discussing confidential information in the support person's presence. ECL will require a support person only after consulting with the individual and considering available evidence to determine that a support person is necessary to protect the health or safety of the individual or others, and that no other reasonable means of protection is available.

Temporary Disruptions:
ECL will notify affected individuals of disruptions to facilities or services normally relied upon for accessible service. Notices will state the reason, anticipated duration, and available alternatives, if any. The responsible department will advise Human Resources, who will coordinate appropriate notice.

This policy will be reviewed and amended as necessary to reflect applicable legislative changes or organizational developments, ensuring continued relevance, accuracy, and compliance with current standards.

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MT #2: Aaron Grant		Date: 2026-11-09
MT #3: D. Condinho	DC	Date: 2026-11-09

Feedback and Documents:
Accessibility feedback and complaints may be directed to Human Resources in person, by telephone, by email, or in writing. Accessible formats and communication supports will be provided or arranged upon request. Human Resources will review concerns, coordinate corrective action where required, and respond in a timely manner where contact information is available. ECL will publicize its feedback process and the availability of accessible customer service documents through its website and/or reception. Requested documents will be provided in consultation with the individual, in a timely accessible format and at no greater cost than the regular charge.

Training:
All Associates, volunteers, policy developers, and persons providing goods, services, or facilities on ECL's behalf will receive accessible customer service training as soon as practicable after duties begin and when relevant policies change. Training will cover the AODA and Customer Service Standards, ECL's policies, disability-related communication, assistive devices, service animals, support persons, available accessibility equipment, and responding to difficulties accessing service. The Training Coordinator will maintain training content and timing documentation, together with records of training dates and the number of persons trained.

PROCEDURE:

1. Accessibility Requests:
- Associates receiving an accessibility request will consult with the individual to understand the assistance required.
- Requests requiring additional arrangements will be referred to Human Resources to coordinate suitable accommodation with the responsible department.
- Accessible formats and communication supports will be arranged upon request, in consultation with the individual.

2. Arranged Site Visits:
- The ECL host will follow the Visitors Policy and encourage visitors to identify accessibility needs before arrival.
- Human Resources and the host will coordinate necessary arrangements, including meeting locations, communication supports, and safe access.
- Requests received upon arrival will be addressed as promptly as practicable.

3. Service Animals and Support Persons:
- Service animals and support persons will be welcomed in office and meeting areas accessible to visitors, subject to applicable law.
- Where an animal is not readily identifiable as a service animal, questions about permitted supporting documentation will be referred to Human Resources.
- Requests for service animal access to manufacturing or warehouse areas will be referred to Human Resources and Operations before entry.
- Human Resources and Operations will consult with the individual, assess actual hazards and available controls, and document the assessment and any restrictions.
- Where access is lawfully restricted, Human Resources will coordinate an effective alternative with the individual.

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4. Temporary Service Disruptions:

- The responsible department will promptly notify Human Resources of disruptions affecting accessible service or facilities.
- Human Resources will coordinate notice stating the reason, anticipated duration, and available alternatives.
- Notices will be communicated through suitable channels, including direct contact with affected customers or scheduled visitors, and updated when circumstances change.

5. Feedback and Complaints:

Customers, visitors, suppliers, contractors, and other third parties may submit feedback or complaints about ECL's accessible customer service or the accessibility of its feedback process directly to Human Resources:

- **Telephone:** 519-364-1878, ext. 1
- **Email:** HR@e-c-l.com
- **Mail:** Electrical Contacts Limited, 519 22nd Avenue, Hanover, Ontario, N4N 3T6 *Attention: Human Resources*
- **In person:** Through Human Resources during an arranged visit.

Accessible formats and communication supports will be provided or arranged upon request. Human Resources will document the concern, review it with the responsible department, and determine appropriate corrective action. Where contact information is provided, Human Resources will acknowledge receipt as soon as practicable, communicate the outcome, and provide updates if further review is required. Associates receiving accessibility feedback or complaints from customers or other third parties will promptly forward them to Human Resources.

This policy will be reviewed and amended as necessary to reflect applicable legislative changes or organizational developments, ensuring continued relevance, accuracy, and compliance with current standards.