



612 Jack Ross Avenue  
P.O. Box 1706  
Woodstock, Ontario. N4S 0B1

Phone: (519) 537-8311  
Fax: (519) 539-0521  
www.harvan.com

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## **G.2 Accommodation, Accessibility and Disability**

### **Purpose:**

At Harvan Manufacturing Ltd, we are committed to providing goods and services to our Customers in a way that respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same service to the best of our ability, in the same place in an integrated manner, and where possible without the need for adaption unless alternate measures are necessary, in a timely manner. The same commitment applies to those with disabilities that may be providing goods and services for our facilities or visiting at Harvan Manufacturing Ltd.

### **Scope:**

This policy applies to all persons who deal with members of the public (customers / vendors / visitors) on behalf of Harvan Manufacturing Ltd.

### **Standards:**

This must be regarded by Management as a directive for compliance with the Health and Safety Program.

### **Roles and Responsibilities:**

Senior Management is responsible for creating, reviewing, and communicating the Accessibility Standards Policy. Managers and Supervisors are responsible for ensure that the policy and procedures are adhered to by the employees under their supervision and they are to accept requests for accommodation from customers / suppliers / visitors in good faith and request only that information that is required to provide for the accommodation. Employees must report to the JH&S Committee member any opportunity that does not allow for accessibility to the premises. Employees are to take an active role in examining accommodation solutions that meet individual needs, deal with accommodation requests as quickly as possible; even if it means creating a temporary solution where a long-term one is to follow. Employees are responsible for implementing the Accessibility Standards for Customer Service.

### **General:**

Harvan Manufacturing Ltd. will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles. Our goods and services are provided in a manner that respects the dignity and independence of

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persons with disabilities. The provisions of goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Harvan Manufacturing's goods and services.

### **Communication:**

When communicating with a person with a disability, Harvan Manufacturing Ltd. will do so in a manner that takes into account the person's disability. A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the companies goods and services. Exceptions may occur in situations where Harvan Manufacturing has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, and others, Harvan Manufacturing Ltd. may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from its goods and services, where such other measures are available. Please note that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

### **Service Animals:**

Persons with a disability may enter the offices of Harvan Manufacturing Ltd. accompanied by a Service Animal and may keep the animal with them for the duration of their visit so long as the plant is not entered. The floor of the plant may not be suitable for the health and safety of the service animal as there may be coolants and oils very close to or on the floor and there is a high probability of metal chips being on the floor. These chips could injure the feet of the service animal.

If it is not readily apparent that the animal is a Service Animal, Harvan Manufacturing Ltd. may ask the person with a disability to confirm this information either via letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability or a certificate of training from a recognized guide dog or service animal training school.

Please note that it is the responsibility of the person with a disability to ensure that his or her Service Animal is kept in control at all times.

### **Support Persons:**

A person with a disability may enter Harvan Manufacturing Ltd. with a Support Person and have access to the Support Person while on the premises so long as the Support Person also complies with our Duties of a Visitor Policy.

### **Communications:**

Staff responsible to communicate with customers / supplier's / visitors in person may do so verbally (speak slowly, clearly and in simple language), via computer (email) or handwritten communications (legible). Provide sign language interpreter if a definite long term commitment (fees to be determined). Company Emergency Response Plans are posted on the H&S Bulletin Board and are available to Visitors for review. Where specific accommodations are necessary, the Company must be notified prior to the

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individual with disability arriving in order to ensure measures are in place for their safety.

**Notice of Disruption of Services:**

When there is a disruption in a particular service used to allow a person with a disability to access goods and services, Harvan Manufacturing Ltd. will give notice of the disruption to the public by posting information at the front entrance of the building.

**Use of Facilities:**

Wheel chair accessible washroom facilities are provided in the office. Most offices and the conference room are on the main level, with level access to outside sidewalk, giving full access for individuals with certain disabilities and/or confined to a wheelchair.

**Feedback:**

Customer's that wish to provide feedback on the way Harvan Manufacturing Ltd. provides goods and services to people with disabilities may report to by contacting the Plant Manager at (519) 537-8311 or (harvan@harvan.com). Feedback will be received verbally or via email. All reports will be shared with the H&S Committee where beneficial to making changes.

**Communication & Training:**

This Accessibility Program is communicated as part of the Company Health & Safety Manual. This Accessibility Program will provide training that will include how to interact and communicate with persons in a manner that takes into account their disability. This policy will be made available upon request in a timely manner and in a format that takes into account the person's disability. Records of all the above training/review are kept by the H&S Committee and include the signatures of all who have received training.

**Evaluation:**

Our Accessibility Standards for Customer Service is reviewed by the JHSC every 3 years or when there is feedback, new legislation or accommodations to be made. Any changes needed are made at that time.

**Reference Material's:**

Ontario Regulation 429/07  
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

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