

June 9, 2016

Wesko Locks Ltd. Accessibility Policies

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

Wesko Locks Ltd. 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.

Wesko Locks Ltd. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Wesko Locks Ltd. is committed to excellence in serving 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

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.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

This may include the following:

Asking the person if they have a preferred way of communicating.

Offering to communicate by:

Pen & paper

keyboard

pointer

Phone

Email

Mail

We will work with the person with a disability to determine what method of communication works for them.

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.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

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.

Training

Wesko Locks Ltd. will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 6 months after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Wesko Locks Ltd.'s policies 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 Wesko Locks Ltd.'s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

Wesko Locks Ltd. welcomes feedback on how we provide accessible customer service.

Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

On our website www.weskolocks.com

Customers who wish to provide feedback on the way Wesko Locks Ltd. provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

By phone (905) 629-3227

By email sybil@weskolock.com

By mail Wesko Locks Ltd. 4570 Eastgate Parkway Mississauga ON L4W 3W6

In person (pen & paper or keyboard)

All feedback, including complaints, will be handled in the following manner:

Feedback will be forwarded to the President of Wesko Locks Ltd.

Customers can expect to hear back within 1 business week.

Wesko Locks Ltd. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

Wesko Locks Ltd. will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following way:

www.weskolocks.com

Wesko Locks Ltd. will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies

Any policies of Wesko Locks Ltd. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.