



Precision Dispensing Pumps

□ 35 POLLARD STREET □ RICHMOND HILL, ONTARIO, CANADA L4B 1A8 □ TEL (905) 731-2400 □ FAX (905) 731-2669

Customer Service Policy and Procedures Accessibility for Ontarians with Disabilities Act 2005 (AODA)

Purpose

HIBAR Systems Limited (“**HIBAR**”) is committed to providing quality services that are accessible to all, and to communicating with all persons with disabilities that takes into account their disabilities. In so doing, we strive to provide services in a way that respects the principles of:

- Independence — allowing people with disabilities to do things on their own without unnecessary help or interference from others;
- Dignity — providing services in a way that allows people with disabilities to maintain self-respect and the respect of others;
- Integration — allowing people with disabilities to benefit from the same services, in the same place, and in the same or similar ways as others; and
- Equality of opportunity — offering people with disabilities an equal opportunity to benefit from the services provided by HIBAR.

HIBAR is committed to excellence in servicing all customers including people with disabilities. HIBAR has formulated this customer service policy to comply with the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”). One of the five standards developed under the AODA, and now law, is the customer service standard (“**Customer Service Standard**”). The Customer Service Standard details specific requirements for all organizations with one or more employees.

Scope

This policy applies to all HIBAR offices and employees, and contractors and others who deal with the public or other third parties and provide services on behalf of HIBAR.

1. Policy

1.1. Communication and Feedback Response Process

We will communicate with people with disabilities taking into account their disability. HIBAR is committed to providing fully accessible customer service and open to receiving feedback about the manner in which it provides goods, services or facilities to persons with disabilities in person, in writing, or by e-mail:



In Person: 35 Pollard Street, Richmond Hill, Ontario, Canada, L4B 1A8.

By E-mail: accessibility@hibar.com

HIBAR will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.

1.2. Assistive Devices

HIBAR is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will allow all customers to use their assistive devices while receiving service from HIBAR. 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.

1.3. Service Animals

HIBAR is 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 and other third parties. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional.

1.4. Support Persons

HIBAR is 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.

1.5. Notice of Service Disruptions

HIBAR is committed to providing customers with timely notification of temporary and extended service disruptions. Service disruptions will be posted on the home page of our website, www.hibar.com and/or email notification will be sent to the email address registered to the account, and/or customers can call at 905-731-2400.

1.6. Training

HIBAR will provide training to all its employees and volunteers as well as others who deal with the public or other third parties on our behalf and also to individuals who participate in or who are responsible for development and implementation of policies as per below:



- An overview of the purpose of the AODA, the requirements under the Customer Service Standard, and HIBAR's policies, procedures and practices relating to the provision of services to people with disabilities.
- Instruction on how to interact and communicate with people with various types of disabilities.
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a service animal or support person.
- Instruction on the use of accessibility equipment or devices such as lifts, ramps, securement systems, elevators and escalators, etc.
- Instruction on what to do if a person with a disability is having difficulty accessing HIBAR's goods or services.

New employees will be trained within a timeframe which is dependent upon the position they are hired for and retrained in the event that changes are made to the plan.

The modes of accessible customer service training used by HIBAR Systems Limited consist of either on-line training or in class training session which include printed materials.

1.7. Notice of Availability of Documents

This policy statement describes HIBAR's customer service policies, practices and procedures on the provision of services to people with disabilities.

This policy will be made available upon request to customers with disabilities in a format that takes into account their disability, at no additional cost. The length of time it will take to provide information in alternative formats will depend on the format requested. Every effort will be made, however, to process requests in a timely fashion.

1.8. Notice of temporary disruption

HIBAR will provide customers with 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 the following information:

1. The reason for the disruption
2. Its anticipated duration
3. Description of alternative facilities or services, if available.
4. Contact information

The notice will be placed at all public entrances, reception counter on our premises or by such other method as is reasonable in the circumstances.

References

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

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