

<b>Section:</b> Employee Management	<b>Effective Date:</b> January 1, 2012
<b>Sub-section:</b> Human Rights	<b>Revision Number:</b> 2
<b>Subject:</b> AODA-Customer Service & Integrated Standard	
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## **AODA – Customer Service & Integrated Standard**

### ***Statement of Commitment***

Milacron Canada, and its subsidiary companies (Mold-Masters Ltd, DME and Cimcool) herein referred to as “The Company” are committed to providing a level of service which respects the dignity and independence of persons with disabilities. This level of service applies to all employees of The Company as well as the public, including visitors, third party contractors and customers.

### ***Policy:***

1. **Principles** - In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 429/07, Accessibility Standards for Customers, The Company is committed to providing a working environment which is accessible and inclusive to all persons who work at or visit the Company facilities. The Company will strive to ensure its policies, practices and procedures are consistent with the core principles, as outlined in the AODA:
  - ***Dignity*** – goods and services will be provided in a manner respectful to persons with a disability and will not diminish a person’s importance.
  - ***Independence*** – Accommodating a person’s disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
  - ***Integration*** – Persons with disabilities may require alternative formats and flexible approaches to access all goods and services. Persons with disabilities must be included and allowed to participate in the solutions for this approach.
  - ***Equal Opportunity*** – Access to goods and services is equal for all persons.
2. **Training** - The Company will be responsible for providing training to those employees who interact with the public, including visitors, third party contractors and customers who may be required to visit the site. Such training will provide the employees with the skills to address accessibility for persons with disabilities. In addition, the company will be responsible for training all employees on Ontario’s accessibility laws, and the Ontario Human Rights Code. This training is

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delivered in a variety of ways, and is accessible in alternative formats when requested.

3. **Feedback** – The Company is committed to receiving and responding to feedback from persons with disabilities about accessibility and the Company’s ability to provide goods and services. If a person with a disability has concerns or feedback regarding the services provided, they may provide feedback by email or phone.

### ***Accommodating Visitors with Disabilities***

The Company is committed to providing quality service and products and will endeavor to do its best to remove barriers which may arise in the course of doing business. This includes, but is not limited to the following:

- Employees will communicate with the public in a way that will consider possible disabilities. Employees will inquire via e-mail or telephone, whether a visitor may require assistance during their visit.
- Should the visitor require assistance while at The Company, the host of the visitor will provide the required accommodation whenever possible (*e.g. booking a room on the main level, entering through a wheelchair accessible door*).
- In addition to welcoming persons with disabilities, The Company welcomes support persons to visit the facilities. Visitors and support persons are required to comply with all Health and Safety regulations when visiting the facility.
- The Company welcomes persons with disabilities and their service animals. Visitors are required to comply with all Health and Safety regulations when visiting the facility.

### ***Employment Standard***

In addition to addressing visitors needs, The Company is happy to accommodate employees or potential employees with their needs and requests. Examples of ways in which we provide accommodation include:

- Individualized accommodation plans for return to work including graduated return to work or modified duties
- Accessible formats of all corporate communications (when requested)

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- Workplace Emergency Response Plans
- Recruitment & Selection (providing alternative formats or assistance)
- Performance Management (providing alternative formats or assistance)
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**Feedback:**

The Company is committed to providing quality service and products. Feedback is welcome and appreciated from the public. All feedback should be directed to our Human Resources team, by email or by phone. Contact information will be made available on the Company website:

[humanresources@moldmasters.com](mailto:humanresources@moldmasters.com)  
(905) 877-0185 x 245

**Additional References for the AODA – Customer Service Standard:**

AODA Website: <http://www.aoda.ca/>