

Accessible Customer Service Policy

Per: Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

PURPOSE:

To identify, address and reduce barriers faced by people with disabilities when accessing our goods or services and provide them with these goods or services in a manner respectful to their dignity and independence.

POLICY and PROCEDURE:

AirBorn Flexible Circuits, Inc. is committed to meeting the needs of all customers including people with disabilities.

Assistive devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by AirBorn Flexible Circuits, Inc. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service animals

We will accommodate people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, unless otherwise excluded by law or in case of any potential danger to the health of the service animal.

Support persons

If a customer with a disability is accompanied by a support person to our premises, both persons will be allowed to enter the premises together so the customer is not prevented from having access to the support person. It will be necessary for the disabled person and the support person to provide ID documents to comply with the Controlled Goods Program Directorate regulations regarding any visitors entering our facility located in Toronto, 11 Dohme Avenue, postal code M4B 1Y7.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, AirBorn Flexible Circuits, Inc. will notify customers promptly via a notice. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the public entrance at our Toronto location situated at
11 Dohme Ave, postal code M4B 1Y7.

Training

AirBorn Flexible Circuits, Inc. will provide training to all employees on accessible customer service. This training will be provided to employees on their first day of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- AirBorn Flexible Circuits, Inc.'s policy 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
- How to use the assistive devices or equipment that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing AirBorn Flexible Circuits, Inc.

Employees will also be trained when changes are made to our policy.

Feedback process

Customers who wish to provide feedback on the way AirBorn Flexible Circuits, Inc. provides goods and services to people with disabilities can e-mail their questions or feedback to sales@airbornflex.com. On request, we can provide or arrange for other accessible formats and communication supports to make sure our feedback process is accessible to all our customers.

Complaints will be addressed according to our Corrective Preventive Action Procedure already established in our Quality System.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints.



Policy & Procedure

Effective Date: November 2012

Last Amended Date: June 2016

Modifications to this or other policies

Our commitment is to develop customer service policies that respect and promote the dignity and independence of people with disabilities.

Any changes to this policy will be made only after considering the impact on people with disabilities.

Any policy of AirBorn Flexible Circuits, Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.