

# Accessibility Policy

Accessibility for Ontarians with Disabilities Act, 2005

## COMOLDCO CORPORATION

Quality Compression Molding



Comoldco Corporation is committed to excellence in serving all customers including persons with disabilities.

### Communication

We will communicate with persons with disabilities in ways that consider their needs, and respects and promotes their dignity and independence.

### Accessible Documents

We will make available to persons with disability, upon request, all information, communications and documents in accessible formats. This requirement does NOT include Products, Product Labels, nonconvertible information or communications; or information that Comoldco Corporation does not control directly or indirectly through a contractual relationship.

### Assistive Devices

We welcome visitors to use their own assistive devices on site.

### Support Persons

We welcome support persons to accompany those visitors to our facility who may have support needs.

We reserve the right to require a person with a disability to be accompanied by a support person. These requests will be made to protect the health and safety of Comoldco Corporation employees and others on the premises, as well as the person with a disability.

Comoldco Corporation is committed to preserving the confidentiality of persons with disabilities, and will obtain consent from the person with a disability when communicating items of a sensitive nature or private nature in the presence of a support person or other companion.

### Service Animals

Service animals will be allowed on the parts of our premises that are open to the public. Limitations may exist where the safety of the animal may be at risk. It is the responsibility of the person with a service animal to control the animal at all times.

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Service animals will NOT be allowed in the production areas of our facility. Instead, the service animal will wait in the office area and an employee will accompany the visitor through the plant.

## Notice of Temporary Disruption of Services

Comoldco Corporation will make reasonable effort to provide notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its expected duration, and referrals to alternative facilities or services, if available. This information will be made available by posting a notice on our front lobby door and on our website to ensure it is accessible to the public.

In the event of an unplanned or emergency disruption, Comoldco Corporation may not be able to provide advance notice.

## Training

Comoldco Corporation provides training to employees and others who deal with the public on our behalf, and those responsible in our organization for the development of our policies, practice and procedures, within 30 days of their employment.

The training will include but may not be limited to:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- An overview of Comoldco's accessibility plan related to the customer service standard
- How to interact and communicate with persons 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 support person
- How to access our feedback process; and
- What to do if a person with a disability is having difficulty accessing our goods and/or services

Furthermore, Comoldco Corporation will provide ongoing training in relation to any changes of our policies, practices or procedures that govern the provision of goods or services.

## Accessibility Plan

Comoldco's Accessibility Plan is made available on our website, or by contacting our Human Resources Department and requesting the Plan.

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## Feedback

Comoldco Corporation welcomes the opportunity to receive and to be able to respond to all feedback. To ensure the process is accessible, Comoldco Corporation will accept feedback in the following methods:

- by telephone to Human Resources at (519) 224-3706
- by facsimile to Human Resources at (519) 224-3698
- by email to: [info@comoldco.com](mailto:info@comoldco.com)
- in person at our facility
- by using the feedback form on our website: [www.Comoldco.com](http://www.Comoldco.com)
- by writing to:  
Human Resources  
Comoldco Corporation  
137 Arrow Road  
Guelph, ON N1K 1S8

The HR Manager or their delegate will meet with the appropriate internal parties and will respond to any enquiry.

This Accessibility Policy will be made available in an alternative format upon request and will be provided within a reasonable timeframe once requested.