



Policy

Policy: GR-AODA – 001
Title: Accessible Customer Service and Integrated Accessibility Standard (AODA)
Date: January 1, 2015

Purpose

This policy implements the requirements of both the Customer Service and Integrated Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Under the AODA the following standard requirements are applicable to Grober Nutrition.

- General Requirements
- Customer Service Standard
- Information and Communication
- Employment Standards

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment.

Policy

At Grober Nutrition, we have always set high standards for the way we conduct business – in areas from social responsibility to sound business ethics including compliance with all applicable laws and regulations.

All Grober leaders, employees, contractors who interact with or provide service to the public, must comply with the 2005 Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standard and Customer Service Standards.

Grober is committed to provide accessibility for persons with disabilities including our customers, employees and visitors to Grober Nutrition locations.

General

Accessibility Plan

Grober will develop, maintain a multi-year accessibility plan outlining its strategy to prevent and remove barriers to comply with these regulations. The plan will be reviewed and updated at least once every five (5) years and will be posted at the facility and on the Company intranet. Upon request, Grober will provide a copy of the plan in an accessible format with fourteen (14) days of request.

Accessible Emergency Information

Grober is committed to providing the customers and clients with publicly available emergency information in an accessible format upon request. Employees with disabilities will be provided an individualized emergency response plan and information where necessary.

Accessible Buildings & Design of Public Spaces

As part of Grober's overall Barrier Free Strategy, Grober has a commitment to provide accessible buildings and shall continue to have regard to the accessibility for persons with disabilities in all new builds, construction and renovations.



Training

Grober will provide training on the requirements of the accessibility standards referred to in the regulation, and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as possible and will be included in the orientation process for new employees, to staff on an ongoing basis and to anyone who participates in developing the organizational policies.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard and Integrated Accessibility Standard

Applicable staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Customer Service

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Assistive Devices

Persons with disabilities are permitted to use their own assistive devices where it is safe to do so, for the purpose of obtaining, using or benefitting from our goods and services. If a physical, technological or other type of barrier exists that prevents the use of an assistive device we will first endeavor to remove that barrier. If the barrier cannot be removed we will ask that individual how they would like to be accommodated and what alternative methods of service would be more accessible to them. We will make every effort reasonable to provide an alternate means of assistance to the person with a disability.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email etc. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Service Animals and Support Persons

Grober allows persons with disabilities who are accompanied by a service animal to enter Grober premises, except where prohibited by law for health and safety reasons. Support persons accompanying customers with disabilities are welcome at any IBM location.

Notice of Temporary Disruption

Grober 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 information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services if available. The notice will be placed at all public entrances.

Information and Communication Standards

Feedback Process and Accessible Format Requests

The goal of Grober Nutrition is to meet and exceed customer expectations while providing our products and services to people with disabilities. Questions and/or feedback regarding how well those expectations are being met are welcome and appreciated and can be provided using the following methods to:

Human Resources
Grober Nutrition
162 Savage Drive
Cambridge, ON
N1T 1S4

via email: humanresources@grober.com via phone: 519-622-2500 x. 242



Alternate methods of accessible formats and communication supports are also available upon request. Feedback comments and/or questions will be reviewed on an individual basis. Response to feedback and requests for accessible formats will be provided with 14 days of receipt.

Accessible Websites and Web Content

Grober is committed to making its information technology widely available and accessible, regardless of the physical ability of the user. To support this, we will ensure that existing website and content will conform to the Work Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 at Level A. As technology changes, we will continue to monitor external and internal web pages, along with internal tools and applications, to ensure compliance with AODA.

Employment

Recruitment, Assessment and Selection Process

Grober is committed to equal opportunity hiring. Grober advises employees and the public about the availability of accommodation for applicants with disabilities seeking employment with the Company in the recruitment process.

For all applicants for employment with Grober, when selected to participate in an assessment of selection process, accommodations are available in reference to the material or processes to be used. Grober also consults with the applicants to provide suitable accommodation and take into account the applicants accessibility needs.

When making offers of employment with Grober, the successful applicant will be advised of Grober's policies for accommodating employees with disabilities, including provision of job accommodation that take into account an employee's accessibility needs.

Accessible Formats and Communication Supports for Employees

If an employee with a disability requests it, Grober will provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed in order to perform their job; and
2. Information that is generally available to all employees in the workplace

Grober may consult with the employee making the request to determine the best way to provide accessible format or communication support.

Individual Accommodation Plans and Return to Work Deployment

Grober will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities, and for those who are absent from work due to disability and require disability related accommodation in order to return to work. The process for the development of these accommodation plans will include specific elements, including:

- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved
- The steps taken to protect the privacy of the employee's personal information
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs



Performance Management, Career Development, Advancement and Redeployment

Grober will take into consideration disabilities that are known when assessing an employee's performance or where career development opportunities are present. Grober will make adjustments where reasonable to do so in order to assist an employee with a disability to succeed. Documentation will be made available in accessible format where requested.

Related Documents:

AODA Customer Service Training
AODA Customer Service Quiz
AODA Customer Service Feedback Log
AODA Accommodation Plan
Multi Year Accessibility Plan
AODA Employment Standard
Health Care Provider Statement
Accommodation Plan