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## Benshaw Canada Controls Inc. Multi-Year Accessibility Plan

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Benshaw Canada Controls Inc. (Benshaw) is committed to treating all people with dignity and meeting the needs of people with disabilities by preventing and removing barriers to employment and services at Benshaw; as per the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) the Integrated Accessibility Standards Regulations made under the Accessibilities for Ontarians with Disabilities Act, 2005 (AODA).

### Customer Service

Benshaw is committed to excellence in serving all customers including people with disabilities. All employees are trained as per AODA legislation including awareness of disabilities and barriers and how to interact with persons with disabilities.

### Communication

Benshaw communicates with people with disabilities in ways that take into account their disability. Staff are trained to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

### Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

### Use of Service Animals and Support Persons

Benshaw 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. Benshaw ensures that all staff, 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. We are also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Benshaw's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

### Notice of Temporary Disruption

Benshaw provides 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 includes 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 and service counters on our premises.

### Feedback Process

Benshaw's goal is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

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Feedback regarding the way Benshaw provides goods and services to people with disabilities can be made by email or verbally. All feedback will be directed to Benshaw Management. Customers can expect to hear back in 3-4 business days.

## Employment

Benshaw notifies the public and employees that accommodation is available upon request. Benshaw considers the needs and accessibility of employment during recruitment, performance management, career development, and redeployment processes.

## Emergency Plans

When required, Benshaw provides customized workplace emergency information and plans for employees with a disability. Individuals assigned to assist with emergency plans are provided information and training. These emergency plans are reviewed when the work location or circumstances change, when accommodation needs change, and/or when emergency response procedures change.

## Training

Benshaw provides training to all employees and volunteers. This training is provided within the probationary period after staff commences their duties.

Training includes the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- What to do if a person with a disability is having difficulty in accessing Benshaw's services
- Benshaw's policies, practices and procedures relating to accessibility and customer service.

Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Benshaw will review accessibility training materials for staff and incorporate accessibility considerations in other organizational training.

## Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Any Benshaw policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.