

CSR COSMETIC SOLUTIONS

PROCEDURE MEMORANDUM

AREA: Employment Practices Number: 117
SUBJECT: Accessible Customer Service Standard Date: January 1, 2012
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PURPOSE:

The Accessibility for Ontarians with Disabilities Act, 2005 (“the AODA”) is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

The objective of this policy is to identify what the equal treatment provisions on the Ontario Human Rights Code, through the AODA and the Regulation, require as a minimum legal standard in program design and service delivery to persons with disabilities and addresses the following:

- ☞ The provision of goods and services to persons with disabilities;
- ☞ The use of assistive devices by persons with disabilities;
- ☞ The use of service animals by persons with disabilities;
- ☞ The use of support services by persons with disabilities;
- ☞ Notice of temporary disruptions in services and facilities;
- ☞ Training;
- ☞ Customer feedback regarding the provisions of goods and services to persons with disabilities; and
- ☞ Notice of availability and format of documents.

SCOPE:

All employees/temporary/contract employees working directly with the public within our facilities.

Policy Statement: Our Commitment

CSR Cosmetic Solutions strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

In accordance with the Accessibility for Ontarians with Disabilities, Ontario Regulation 429/07, Accessibility Standard for Customer Service, CSR Cosmetic Solutions is committed to providing an environment that is accessible and inclusive to all persons who work, or visit our facilities. It is the policy of CSR Cosmetic Solutions that our workplace will be free from discrimination and harassment as defined by the Ontario Human Rights Code.

Definitions

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CSR Cosmetic Solutions will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA.

Dignity – Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the 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 can access all good and services. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Procedure / Standard

Communication with Persons with Disabilities

When communicating with a person with a disability, CSR Cosmetic Solutions will do so in a manner that takes into account the person’s disability. CSR Cosmetic Solutions commits to provide training on customer service to all current and future employees. This training will, in particular, include how to interact and communicate with persons with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone services to our customers. We will train staff to communicate with customers over the telephone in a clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email, TTY, relay services, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. 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

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goods and services.

Personal assistive devices are permitted and unrestricted in all areas of CSR Cosmetic Solutions to which employees and the public have access, except when subject to operator safety. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

Service Animals and Support Persons

We are 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. We will also ensure that all staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal. If a service animal is excluded by law, CSR Cosmetic Solutions will ensure that alternate means of access are available within reasonable time and location to persons of disability.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by service animal needs to be considered.

Examples of such situations include but are not limited to: a) an environment where chemicals and or equipment present hazards to other persons and/or to the service animal; and b) where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by the Technical Manager and Plant Manager. This assessment will identify: a) the risks inherent with the service animal being in the area of concern; and b) alternate measures available to enable the person with a disability to access this service

We are 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 CSR Cosmetic Solutions' premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Billing

CSR Cosmetic Solutions is 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, or email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Delivery

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CSR Cosmetic Solutions is committed to being our customer's best supplier. In order to do so, we will help the customer choose the best delivery option that meets their needs. In the circumstance where a customer requests to pick up their goods provided by us, CSR Cosmetic Solutions will endeavour to provide carry-out service as requested by the customer.

Notice of Temporary Disruption

CSR Cosmetic Solutions 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 alternate facilities or services, if available.

The notice will be placed at our reception.

Training

CSR Cosmetic Solutions will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: people resources, customer service representatives, accounting clerks, switchboard personnel and managers.

This training will be provided within one month after staff commence their duties.

Training will include the following:

- ☒ The purposes 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

How to use the assistive devices that may help with the provision of goods or services to people with disabilities

- ☒ What to do if a person with a disability is having difficulty in accessing CSR Cosmetic Solutions' goods and services

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

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Feedback Process

The ultimate goal of CSR Cosmetic Solutions 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.

Feedback regarding the way CSR Cosmetic Solutions provides goods and services to people with disabilities can be made by telephone, in person, in writing, or e-mail. CSR Cosmetic Solutions will make best efforts to provide a response in the same format in which the feedback was received. All feedback will be directed to the Human Resources Department. Customers can expect to hear back within 24 hours. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. CSR Cosmetic Solutions will respond within 21 working days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

Feedback may be provided directly to the department concerned and or to:

Mail: Human Resources Department
Accessibility for Ontarians with Disabilities (AODA), Diversity and Equity
Initiatives
CSR Cosmetic Solutions
PO Box 29052 RPO Wellington Plaza
Barrie, ON L4N 7W7

Telephone: 705-728-5917
Confidential Fax: 705-725-7335
In person: Between the hours of 8:00 am to 4:30 pm, Monday through Friday
Human Resources Department
149 Victoria Street
Barrie, ON L4N 2J6

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of CSR Cosmetic Solutions that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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Communication/Availability and Format of Documents

All documents required by the Accessibility Standards for Customer Service, including CSR Cosmetic Solutions' Accessible Customer Service Policy, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to the Freedom of Information and Protections of Privacy Act. When providing these documents to a person with a disability, CSR Cosmetic Solutions will endeavour to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Roles and Responsibilities

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Human Resources Department.