

 <p>MILLER WASTE SYSTEMS INC. Corporate Policies and Procedures</p>	<p>PAGES: 1 of 3</p> <p>ISSUE DATE: January 2014</p> <p>REVIEWED: January 2021</p>	<p>POLICY NUMBER: HR-15 Rev 0</p> <p>REPLACES POLICY: N/A</p>
<p>SUBJECT: Human Resources – Accessible Customer Service Policy (AODA) DISTRIBUTION: All Locations</p>	<p>ISSUED AND APPROVED BY: Blair McArthur, CEO</p>	

1. POLICY

Miller Waste Systems Inc. is committed to providing exceptional goods and customer service to all customers in a way that is consistent with the principals of dignity, independence, integration and equal opportunity.

2. SCOPE

This policy applies to any person performing work for the Company (including an employee, contractor, owner, operator, or applicant for work) who provides customer service, or is required to provide customer service.

3. PURPOSE

The purpose of this Policy is to:

- (a) To outline how MWSI will provide accessible customer service in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005, customer service standard.
- (b) To implement appropriate corrective action up to and including discharge where an employee violates this policy.

4. RESPONSIBILITY

4.1 All Management & Supervisory Staff – It is the responsibility of all management and supervisory staff to ensure that all employees are fully aware of and understand the consequences associated with any breach of MWSI Accessible Customer Service Policy.

4.2 Employees – It is the responsibility of all staff to comply with this policy

5. PROCEDURES

5.1 All new employees will be required to read and acknowledge receipt of this policy and agree to its terms and conditions by signing the Policy Acknowledgement Form.

The AODA customer service standard will be taken into account when decisions are made pertaining to customer service to ensure practices are always inclusive of customers with disabilities.

Miller Waste Systems Inc. will provide accessible customer service through training staff to:

- Provide effective communication to customers with disabilities
- Provide effective service to customers with assistive devices, service animals and support persons
- Welcome feedback from customers with disabilities.

6. COMMUNICATION

All employees are to communicate with people with disabilities in ways that takes their disability into account. This could mean:

- Communicating with pen and paper
- Adjusting speaking style to speak more slowly or clearly
- Communicating using gestures

If an employee is unsure how to communicate with a customer with a disability, they will ask the customer directly how they wish to be communicated with.

7. ASSISTIVE DEVICES

An assistive device is any piece of equipment a person with a disability uses to help them with daily living. Some examples include: a wheelchair, a screen reader, a listening device, an oxygen tank or a cane. Should the situation warrant, employees will offer to help customers with assistive devices.

8. SERVICE ANIMALS

The most common type of service animal is a guide dog, however other animals can be trained to help people with disabilities. Service animals can assist people with different disabilities such as people who are Deaf and people who have seizures. When an employee is unsure whether the animal is a pet or a service animal, a letter from a nurse or doctor stating the animal is needed because of a disability may be requested.

9. SUPPORT PERSONS

A support person may be a paid attendant, volunteer, a family member or a friend. The support person might help a person with a disability with a variety of things from communicating to helping with mobility or medical needs.

Employees will provide services to customers with a disability as well as their support person. When communicating with a person with a disability who has a support person, employees will communicate directly with the customer with a disability, even if the support person is communicating on the customer's behalf.

10. TRAINING

Miller Waste Systems Inc. will provide training to employees, who deal with the public or other third parties on their behalf to ensure they are aware of how to comply with this Policy. New employees will be trained upon hire as part of their orientation process.

Employees will be retrained if there are any changes to policies, practices and procedures related to the AODA's customer service standard or people with disabilities and/or changes are made to MWSI policies, practices and procedures.

Employees will be trained on:

- The Accessibility for Ontarians with Disabilities Act, 2005 and the Standard for Customer Service
- How to serve customers with different kinds of disabilities
- How to service customers who use assistive devices, service animals or a support person
- What to do when a customer with a disability needs helping accessing goods or services
- This Policy

11. OFFICE VISITORS

All visitors to offices of Miller Waste Systems Inc. must sign in and out using the visitor's log to ensure we are aware of all people visiting our locations. In the event of an emergency we will be able to locate visitors easily.

12. FEEDBACK

MWSI welcomes feedback regarding this Policy. Feedback can be provided to the Human Resources Group, by telephone, mail or email.

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Every effort will be made to respond to feedback when it is received. If it is not possible to respond immediately, a response will be provided within two business days.

Failure to comply with this policy may result in disciplinary action up to and including termination of employment.