

Accessibility for Ontarians with Disabilities

Purpose

This policy is intended to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. Gunther Mele understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Definitions

Assistive Device: is a tool that helps a person with a disability to do a certain task

Disability: the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The Provision of Goods and Services to Persons with Disabilities

Gunther Mele will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same goods and services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

Gunther Mele is committed to meeting the communication needs of people with disabilities. When requested, we will consult with people with disabilities to determine their information and communication needs.

Assistive Devices Gunther Mele is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our employees is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services or opportunities.

Service Animals

Gunther Mele 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. All employees will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Gunther Mele. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Gunther Mele's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

When disruptions occur Gunther Mele will provide notice by posting notices at the reception desk and on the company website.

Feedback Process

Customers who wish to provide feedback on the way Gunther Mele provides goods and services to people with disabilities can phone, email, or write a letter to accessibility@gunthermele.com

Responding to Feedback:

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

The manner in which feedback is provided to Gunther Mele will be taken into consideration when responding to comments, including complaints.

Notice of Availability and Format of Documents

Gunther Mele shall notify customers that the documents related to the Accessibility for Ontarians with Disability Act policy may be provided upon request and in a format that takes into account the customer's disability in a timely manner by including information on the Gunther Mele website.

Gunther Mele will consult with the person making the request to determine the suitability of the format or communication support.

Procurement of Good and Services

Gunther Mele incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

If Gunther Mele determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods services or facilities, it shall provide, upon request, an explanation.

Information and Communications

Accessible Websites and Web Content:

Should Gunther Mele launch a new internet website or significantly refresh an existing internet website, Gunther Mele will ensure that the website and all content that has been posted since January 1, 2012 will conform with WCAG 2.0, Level A.

Gunther Mele will conform with the WCAG 2.0 Level AA by January 1, 2021.

Accessible Emergency Information:

Upon request, Gunther Mele will provide publicly available emergency information to customers in an accessible way.

Multi-Year Accessibility Plan:

Gunther Mele has established and implemented a multi-year accessibility plan which is available on the Company website. The purpose of this document is to outline the Company's strategy to prevent and remove barriers. This plan is reviewed and updated every five (5) years. Accessible format of the plan is available upon request.

Employment

We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development, and career progression.

Design of Public Spaces

Gunther Mele will meet Accessibility Standards for the Design of Public Spaces when building or making major modification to public spaces. Due to the nature of our business, public spaces will typically include only service-related elements like service counters, fixed queuing lines, and waiting areas.

Accessibility Reports

Gunther Mele will file an online accessibility report on the Government of Ontario's website by the applicable deadlines defined in the Accessibility for Ontarians with Disabilities Act. Reports will be made available to the public upon request.

Training

Training will be provided to:

- all employees who deal with the public or other applicable third parties that act on behalf of Gunther Mele; and
- those who are involved in the development and approval of customer service policies, practices and procedures.

Record of Training:

Gunther Mele will keep a record of training that includes the dates training was provided and the number of employees who attended the training.