



March 25, 2024

## **Accessible Customer Service Policy**

Accuride Canada Inc. is committed to recognizing the dignity and independence of all employees, customers and visitors and seeks to ensure that persons with disabilities have unhindered access to services, facilities, employment, buildings, and premises.

Accuride Canada will comply with all applicable Federal, Provincial and Municipal legislation with respect to accessibility and will implement the standards specified under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA, 2005").

Policies, procedures and practices with respect to accessibility, including those required under the AODA, 2005 and its accompanying standards shall be made available in hard copy or can be found on the Company main bulletin board.

### **Guidelines for Accessible Service**

Accuride Canada is committed to excellence in serving all customers including people with disabilities and will ensure that persons with disabilities have an equal opportunity to access our services. Accuride Canada will integrate the provision of services to persons with disabilities into its practices and procedures unless an alternative, separate measure is necessary to enable persons with disabilities to obtain, use and benefit from the provided services. Accuride Canada encourages open communication and will communicate with people with disabilities in ways that take into account their disability.

**Without limiting the requirements or expectation for accessibility, specific consideration shall be given to the following:**

#### **ASSISTIVE DEVICES**

Accuride Canada welcomes persons with disabilities to use assistive devices to obtain, use or benefit from our services. Accuride Canada will ensure that our staff is aware that assistive devices may be used by customers with disabilities while accessing our goods or services.

#### **SERVICE ANIMALS**

Accuride Canada welcomes persons with disabilities who are accompanied by a service animal onto the parts of our premises that are open to the public and commits to finding alternatives to the use of service animals if the service is provided in a location in which animals are prohibited by law (e.g. health or safety reasons).

#### **TEMPORARY DISRUPTIONS TO SERVICE**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Accuride Canada will notify disabled customers promptly. A notice regarding a temporary disruption will include information

about the reason for the disruption, its anticipated duration, and a description of alternative services, if available. The notice will be placed at the guardhouse, and, when appropriate, shall be placed on Accuride Canada's website.

## **SUPPORT PERSONS**

ACCURIDE CANADA welcomes persons 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 Accuride Canada's premises with his or her support person.

## **TRAINING**

Accuride Canada will provide training to all employees who deal with the public or third parties on their behalf. This training will be provided to staff during their initial orientation and when changes are made to our accessible customer service plan.

Training will include:

1. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
2. Accuride Canada's accessible customer service plan
3. How to interact and communicate with people with various types of disabilities.
4. How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
5. What to do if a person with a disability is having difficulty accessing Accuride Canada's services.

Accuride Canada will keep records of the training provided, including dates on which training is provided and the number of individuals to whom it is provided.

## **FEEDBACK**

Customers who wish to provide feedback on the way that Accuride Canada provides its goods and services to people with disabilities can verbally discuss their concerns with the Human Resources Manager or his designate, or they can send an email to [billkunkel@accuridecorp.com](mailto:billkunkel@accuridecorp.com). All feedback will be directed to the Human Resources Department and reviewed with the Director of Operations. Customers can expect a reply to their concerns within 7 business days.

## **MODIFICATIONS TO THIS OR OTHER POLICIES**

Accuride Canada's policies will always respect and promote the dignity and independence of individuals with disabilities.