

## POLICY

### Customer Service Policy - Providing Goods and Services to People with Disabilities

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#### DOCUMENT CHANGE RECORD

REV.	PAGE	PARA.	NATURE OF CHANGE	DATE
1	ALL		Newly Released	Nov 2011
A	ALL		Change of Company logo. Added additional wording under Section 6.0 Training for Staff (last bullet); added contact name in Section 7.0 Feedback process and last sentence in Section 9.0 Questions about this policy	Aug 2013
B	ALL	1.0-10.0	Update to Company logo. Clarification of wording, update to contacts and approvers. Added Scope	Jun 2021

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Approved	
	
<b>Stacey Dow</b> Associate Director, Human Resources	<b>Scott Nanson</b> Director, Oakville Operations

## POLICY

### Customer Service Policy - Providing Goods and Services to People with Disabilities

#### 1.0 Purpose

The purpose of this Policy is to establish how Collins Aerospace (corporate name is Goodrich Aerospace Canada Ltd.) (the "Company") will provide access to goods or services to the public and other third parties that do business with the Company with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is compliant with the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") and the Integrated Accessibility Standards Regulation (the "Regulation").

The key principles are as follows:

- Mutual trust and respect
- Identification and elimination of negatives
- Training and development
- Open two-way communication
- Employee engagement
- Competitive wages and benefits

#### 2.0 Our Commitment

The Company is committed to providing access to goods and services to its customers in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with the AODA. To that end, the Company recognizes the importance of:

- Providing integrated access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of customers with disabilities in order to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA.

#### 3.0 Scope

This Policy applies to all of the Company's Representatives in the Province of Ontario.

For the purposes of this Policy, "Representative" means employees, volunteers, others that provide goods or services on the Company's behalf and all those who are involved in the development of the Company's policies, practices and procedures.

Approved	
	
<b>Stacey Dow</b> Associate Director, Human Resources	<b>Scott Nanson</b> Director, Oakville Operations

## POLICY

### Customer Service Policy - Providing Goods and Services to People with Disabilities

#### 4.0 Providing goods and services to people with disabilities

We are committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### 4.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. The Company's Representatives will consider how a customer's disability may affect the way that the customer expresses, receives or processes communications and, where possible, they will ask the customer how to best communicate with the individual.

##### 4.2 Telephone services

We are committed to providing accessible telephone service to our customers. Appropriate training will be provided to the Company's Representatives.

We will offer to communicate with customers by mail, e-mail and through other written materials if telephone communication is not suitable to their communication needs or is not available.

##### 4.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Assistive devices that may be used by individuals with disabilities are welcome on the Company's premises that are open to the public or other third parties. We will ensure that our Representatives are trained as required and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

##### 4.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in a variety of formats upon request: for example, hard copy, large print, e-mail, fax and telephone.

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

Approved	
	
<b>Stacey Dow</b> Associate Director, Human Resources	<b>Scott Nanson</b> Director, Oakville Operations

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### Customer Service Policy - Providing Goods and Services to People with Disabilities

#### 5.0 Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on areas of our premises that are open to customers (subject to standard security clearances applicable to all individuals attending our premises) and will permit the customer to keep the service animal with them, except for those animals that are otherwise excluded by law from the premises. . We will also ensure 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. In the event that a service animal is otherwise excluded by law from the premises, the Company will provide the customer with an alternative method of obtaining, using or benefitting from its goods or services.

We are committed to welcoming people with disabilities who are accompanied by a support person onto those parts of our premises that are open to the public or other third parties. Any person with a disability who is accompanied by a support person will be allowed to enter the Company's premises, with his or her support person, again subject to standard security clearances, applicable to all individuals attending our premises. 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.

#### 6.0 Notice of Temporary Disruption

The Company will provide customers with notice as soon as possible 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 alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

#### 7.0 Training for Staff

The Company will ensure that all of its Representatives will be trained on:

- Review of the Company's Customer Service Policy
- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- How to use equipment or devices available on the Company's premises to assist with the provision of goods or services to persons with disabilities;
- 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, including those having difficulty accessing the Company's premises or using the Company's services
- What to do if a person with a particular type of disability is having difficulty accessing the Company's goods or services.

Approved	
	
<b>Stacey Dow</b> Associate Director, Human Resources	<b>Scott Nanson</b> Director, Oakville Operations

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## POLICY

### Customer Service Policy - Providing Goods and Services to People with Disabilities

- The Company's policies, practices and procedures relating to the customer service standard Training will be provided to new employees as soon as practicable, and on an on-going basis when changes to our policy and procedure occurs. The Company will keep records of all training, including who received training and when the training was provided.

#### 8.0 Feedback Process

The ultimate goal of the Company 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 the Company provides goods and services to people with disabilities can be made by e-mail, verbally and through feedback forms. All feedback, or any complaints, will be directed to Stacey Dow, Associate Director of Human Resources, who will look into the matter and respond. Anyone who provides feedback or makes a complaint, including for customers, the public or any third parties, can expect to hear back from the Company in fifteen business (15) days.

#### 9.0 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. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

#### 10.0 Questions about this policy

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

A copy of this Policy will be posted at the Oakville site bulletin board and website. Upon request, the Company will provide a copy of this Policy in a manner that considers the requesting individual's disability, if any (in consultation with the individual) and in a timely manner.

Approved	
	
<b>Stacey Dow</b> Associate Director, Human Resources	<b>Scott Nanson</b> Director, Oakville Operations