

## AODA Customer Service Policy

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### Application

This Accessibility Plan and Policy applies to employees, volunteers, agents and contractors of Kruger Products (“KPI”) in Ontario, including those who deal with the public or third parties in the provision of goods and services on and off the premises of KPI, such as those in delivery services, call centers and vendors, drivers, caterers and third party marketing agencies.

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act 2005. (“AODA”).

### Definition

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

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by body 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 guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or 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.

### Procedure

#### Core Principles

KPI will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

**Dignity and Independence:** KPI’s products and services will be provided in a manner that respects the dignity and independence of persons with disabilities.

**Integration:** Whenever possible, KPI’s products and services will be provided to persons with disabilities and others in an integrated manner. If integration does not serve the needs of the person with the disability, goods and services will be provided in a way that takes into account that person’s needs.

**Equal Opportunity:** Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from KPI’s goods and services.

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### Communications

KPI will communicate with customers with disabilities in ways that takes into account their disability.

### Assisted Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by KPI. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

### Service Animals

A customer with a disability that is accompanied by guide dog or other service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs. If a health and safety concern presents itself in the form of a severe allergy to the animal, KPI will make all reasonable efforts to meet the needs of all individuals.

### Support Persons

A customer with a disability that is accompanied by a support person can enter KPI’s premises together and the person with the disability will not be prevented from having access to the support person while on the premises.

### Notice of Temporary Disruptions

In the event of any temporary *service disruptions* to facilities or services that customer’s with disabilities rely on to access or use KPI’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 will include the following information:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

When disruptions occur, KPI will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on KPI’s website;
- Contacting customers with appointments
- Verbally notifying customers when they are making an appointment; or
- By any other method that may be reasonable under the circumstances.

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### Training

KPI will provide training and will update its training as necessary in connection with changes to the policies, practices and procedures governing the provision of goods and services to people with disabilities in accordance with the *AODA*. For new hires, training will be provided as part of the orientation process. Training about the provision of KPI's goods and services to persons with disabilities will be provided to:

- Those who deal with members of the public or other third parties on behalf of KPI, whether the person is an employee, agent, volunteer or otherwise; and
- Those who participate in developing KPI's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

Training will be provided on:

- The AODA and the requirements of the Customer Service Standard.
- KPI's Accessibility Plan and Policy with respect to the Customer Service Standard.
- How to interact and communicate with people with various disabilities.
- How to interact with people with disabilities who use an assisted device or require the assistance of a service animal or a support person.
- How to use any assisted devices available on KPI's premises or otherwise provided by KPI on premises where KPI's services are provided that may help with the provision of services to people with disabilities.
- What to do if a person with a disability is having difficulty accessing our services.

Records of the training provided will be maintained in accordance with the *AODA*.

### Providing Feedback

KPI provides customers with the opportunity to provide feedback on the service provided to all customers, including those with a disability. Feedback may be provided as follows:

- Electronically, by visiting KP Tissue's websites at [[www.kptissueinc.com](http://www.kptissueinc.com) and [www.krugerproducts.ca](http://www.krugerproducts.ca)].
- By email to [[accessibilityfeedback@krugerproducts.ca](mailto:accessibilityfeedback@krugerproducts.ca)].
- In writing to Kruger Products Inc. [**AODA Feedback**], [**Human Resources, #500 – 2 Prologis Blvd., Mississauga, ON, L5W 0G8**].
- In person by visiting KPI's [**Mississauga office at #500 – 2 Prologis Blvd., Mississauga, ON, L5W 0G8**] and hand delivering feedback in writing to the reception area.
- Customers may also request their KPI contact to submit their feedback on their behalf.

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KPI's **[AODA Representative/Human Resources]** will respond to all feedback as soon as practicable and acknowledge receipt of the feedback within **[15]** business days of receipt. A reply will be provided in the format requested by the customer by email, by phone or in writing.

- Availability of Documents. KPI's AODA Customer Service Standard Policy and procedures will be made available to the public and customers upon request. The availability of these documents will be posted on KPI's websites at **[[www.kptissueinc.com](http://www.kptissueinc.com) and [www.krugerproducts.ca](http://www.krugerproducts.ca)]**.

### Amendments

This document may be amended from time to time.