

# **POLICIES, PRACTICES AND PROCEDURES**

## **OUR MISSION**

The mission of Soroc Technology Inc. ("Soroc") is to meet the requirements of the customer service standard provided under AODA.

## **OUR COMMITMENT**

Soroc strives at all times to provide products and services in a way that respects the dignity, independence, integration and equality of all people. We believe in equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and to ensuring full compliance under the Accessibility for Ontarians with Disabilities Act (AODA)

Our goal is to provide products and services that are accessible and can be effectively used by everyone, including people with disabilities; and to ensure accessibility for our employees and our customers that we serve. To achieve this goal, the Accessibility Policy establishes our key objectives to guide our actions as a company. All Soroc employees are expected to support these objectives in accordance with their role and responsibilities.

## **ACCESSIBLE CUSTOMER SERVICE**

Soroc's Accessible Customer Service Plan is to provide accessible and excellent customer service to people with disabilities through the following:

### **Communication**

Communication is part of how we provide exceptional service. Information is usually shared in written, verbal or visual form. People with disabilities will be communicated with in ways that take into account their disabilities. Our communication methods are flexible and should a customer or employee require alternate formats or methods, we can assist.

We are committed to providing accessible invoices to all of our customers. Any questions that customers may have about the content of their invoice will be answered in person, by telephone, email or any other format they require. Invoices may be provided in alternative formats upon request.

### **Use of Assistive Devices, Service Animals and Support Workers**

Soroc allows people with disabilities to bring and use their assistive devices, Services Animals and Support Workers on site. This includes but not limited to, Wheelchairs, Canes or Walkers, White canes, Magnifiers, Oxygen Tanks, Electronic Communication Devices, Service Animals and Support

workers. Training will be provided to our staff in how to properly interact with people with disabilities who are accompanied by a service animal.

Our customers and employees are encouraged to advise a staff member of any special needs that we can assist with and we will accommodate accordingly.

### **Notice of Disruption**

At any time, if access to our services are disrupted a notice will be posted online and at all public entrances. Notices will include the reason for disruption, the duration of the disruption and provided accommodations where applicable.

### **Training**

Soroc will provide accessibility training to all staff including those who are involved in the development of customer service policies and processes. Training will be provided upon commencement of employment and reviewed annually and/or when policy changes are made.

### **Feedback**

Soroc is committed to meet all of our customer's expectations while serving those with disabilities. We encourage and welcome any feedback regarding our services and our ability to meet expectations. All feedback will be reviewed and responded to within 10 business days. Feedback can be provided by written or verbal methods including the following:

- **Email:** [hresources@soroc.com](mailto:hresources@soroc.com)
- **Mail or in Person:** 607 Chrislea Road, Woodbridge, ON L4L 8A3
- **Telephone:** 905-265-8000 x2298

### **Modifications to Policies, Practices and Procedures**

We are committed to developing 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. Furthermore, any policy that does not respect and promote the dignity and independence of people with disabilities will be modified and removed.

### **Employment**

Soroc is an equal opportunity employer and is committed to providing ongoing accessible employment practices. Soroc will continue to comply with the Employment Standard by proactively removing all barriers across the employment life cycle.

When requested, the company will accommodate people with disabilities during all stages of the recruitment and hiring process. If a selected applicant requests an accommodation, Soroc will consult

with the applicant to provide accommodations in a manner that takes into account the applicant's accessibility needs. A candidate who is provided with an offer of employment will be notified that the company accommodates employees with disabilities upon request.

Accessibility requirements for employees with disabilities will be considered with regards to the performance management processes. Alternatives will be provided to those who require individual accommodation plans. Career development and promotional opportunities will be available to employees regardless of disability.

Soroc has a current process for developing individual accommodation plans and return to work policies for employees who have been absent due to a disability. This process will be reviewed, modified and documented on an ongoing basis.