

## **Accessibility Customer Service Policy**

### ***Accessibility for Ontarians With Disabilities Act, 2005 (AODA)***

#### **1. Purpose and Scope**

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is provincial legislation aimed at creating a more accessible Ontario by identifying and, to the extent possible, eliminating barriers experienced by persons with disabilities. A standard for customer service (“the Customer Service Standard”) has been established under the AODA to ensure that goods and services are, where at all possible, equally accessible to every Ontarian. This policy deals with the Accessibility Standards for Customer Service Ontario.

#### **2. Statement of Commitment**

The Ontario operations of Mettler-Toledo Inc. (hereafter "Mettler Toledo") is committed to excellence in serving all of its customers, including people with disabilities. We are committed to applying the principles and guidelines of the AODA and we strive to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Mettler Toledo will use reasonable efforts to ensure its policies, practices and procedures are consistent with the spirit and requirements of the Customer Service Standard.

As part of its commitment to service excellence, Mettler Toledo strives to provide a barrier-free environment for its customers. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all of its customers. The provision of goods and services to customers with disabilities will be integrated wherever possible.

We will endeavour to ensure that customers with disabilities receive the same high standard of service that we strive to provide to all customers.

#### **3. Assistive Devices**

We will ensure that our staff is trained on and familiar with various assistive devices that may be used by customers with disabilities while accessing our premises.

#### **4. Communication**

We will communicate with people with disabilities in ways that take into account their disability. Upon request, Mettler Toledo will provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a timely manner and at a cost that is not greater than the cost charged to other persons, if any.

#### **5. Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that may be accessible to the public.

## 6. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## 7. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, such as accessible washrooms and entrance doors, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This notice will be placed at the affected areas.

## 8. Training for Staff

Mettler Toledo will provide training to all employees and others who deal with the public or other third parties on their behalf. The elements of training are outlined below.

Individuals in the following positions will be provided with enhanced training, appropriate to their role:

- Managerial and supervisory personnel; and,
- Sales staff and others who deal directly with members of the public, whether by phone or in person.

The training will be provided to staff within the first week of employment, or as soon as practicable following hiring.

Training will include:

- An overview of the Ontario *Human Rights Code* as it pertains to persons with disabilities.
- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- Mettler Toledo's plan related to the customer service standard.
- How to interact and communicate with people of 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.
- How to use wheelchairs or other devices available on site that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Mettler Toledo's property.

Staff will also be trained when changes to the plan are made.

Mettler Toledo will keep a record of the training provided, including the dates on which the training is provided, and the number of individuals to whom it is provided.

## **9. Feedback Process**

If you have any questions about this Policy, or our accessibility initiatives please let us know. Feedback on this Policy and the company's accessibility measures is welcomed by Mettler Toledo. Feedback can be provided through various means and in various forms.

If you have questions, concerns or comments about Mettler Toledo's Accessible Customer Service Policy please contact:

Name: Jamie Anderson

Tel: (819) 679-8719

Email: Jamie.anderson2@mt.com

All feedback received will be reviewed within a reasonable time period and Mettler Toledo will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with Mettler Toledo's complaints process.

### **Copies**

Copies of this Policy and any associated procedures are available upon request and in various Accessible Formats.

### **Reference**

*Accessibility for Ontarians with Disabilities Act, 2005*

Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005*  
(Integrated Accessibility Standards)