EMTERRA GROUP

CUSTOMER SERVICE ACCESSIBILITY POLICY	Number: 1.0
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Our commitment on accessibility

At EMTERRA GROUP, we are committed to ensuring that we provide a safe, welcoming, barrier-free and accessible environment for our employees, customers, suppliers, job applicants and visitors who enter onto our premises, do business with us, access our website or communicate with us.

Key principles

Our policy is based on;

- Respect for the dignity and independence of people with disabilities, and
- Equal opportunity for people with disabilities to access, use and benefit from our provision of goods and services with the same quality and timeliness that others receive.

Laws and rules

The standards and rules on providing accessible customer service are set out in the:

Accessibility Standards for Customer Service (Ontario Regulation 429/07)
Integrated Accessibility Standards (Ontario Regulation 191-11)
http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm
http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm

Customer Service Accessibility Policies

This is a summary of the accessible customer service we provide.

Information and Communication
When communicating or providing information or services to a person with a disability, we will do so in a manner that takes the person's disability into account. If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs.

Accessible Website and Web Content

Our internet website and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA according to the schedule set out in the AODA Integrated Accessibility Standards.

Assistive Devices
Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from Emterra Group's goods or services. It is the responsibility of the person to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Service animals
People with disabilities may use their service animal in all parts of our premises that are open to the public, unless the animal is excluded by law. In this case, we will make an alternative arrangement.

Support persons
People with disabilities can access their disability-related support person while using our services. In situations where confidential matters will be discussed, the support person may be asked to sign a confidentiality agreement.

Notice of Disruptions
Service disruptions may occur due to reasons that may or may not be within the control of Emterra Group. The company will provide notice of any disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption, and a description of any alternative facilities or services that are available.

Employee Training

Emterra Group will provide training to employees who deal with the public on our behalf. Training will also be provided to people involved in the development of policies, plans and procedures related to the provision of goods and services.

Training will include;

- An overview of the purpose of the Accessibility for Ontarians with Disabilities Act,
- How to interact and communicate with persons with various types of disability,
- How to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal or a support person,
- How to use equipment that is available on the premises that may help in the provision of goods or services,

- Information on Emterra Group's policies, practices and procedures governing the provision of goods and services to people with disabilities, and
- Employees will also be trained when any changes are made to Emterra Group's plan or policies.

Feedback process

We welcome feedback about how we provide goods or services to persons with disabilities.

Feedback may be provided;
In person
By telephone / TTY
In writing
By email, or
Any other communication technology, as requested

All feedback, including complaints, will be directed to the Human Resources Department. The feedback will be acknowledged and the person providing the feedback will be notified of any actions taken by the company.

Availability of documents

This Policy and the company's related practices and protocols will be made available to any member of the public, upon request.

Review

This policy will be reviewed annually.

Policy Approval

Name	Position	Signature	Date
Paulina Leung	**VP Corporate Strategy & Business Development**	*Paulina Leung*	**December 9, 2014**