

Name	Accessibility for Ontarians with Disabilities Policy		
Applicable To	Ontario		
Owner	Human Resources - General		
Last Reviewed	July 1, 2016	Supersedes	All prior policies previous to last review date

PURPOSE:

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*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

SCOPE:

- a) This policy applies to the provision of goods and services at premises owned and/or operated by Linde Canada Inc.
- b) This policy applies to full time, part time and temporary employees and contractors who deal with the public or other third parties that act on behalf of Linde Canada Inc. including when the provision of goods and services occurs off the premises of Linde Canada Inc. (i.e. drivers and service technicians).
- c) The section of this policy that addresses the use of guide dogs or assistance by support person only applies to the provision of goods and services that take place at premises operated by Linde Canada Inc.

DEFINITIONS:

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of a person with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability is defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and includes, but not limited to:

- any degree of physical disability, and, without limiting the generality of the foregoing, includes diabetes, epilepsy, 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

on a wheelchair or other remedial appliance or device; a condition of mental impairment or a developmental disability; a learning disability; or a mental disorder.

Guide Dog – is a highly-trained working dog that provides mobility, safety and increased independence for a person who is disabled.

Support Person – is a person who accompanies the disabled person in order to help with communication, mobility, personal care, medical needs or access to goods and services.

GENERAL PRINCIPLES:

Linde is committed to making its goods and services accessible to all persons by removing barriers whenever possible, subject to health and safety requirements.

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities:

Linde Canada Inc. will make every reasonable effort to:

- ensure that all customers receive the same value and quality of services;
- allow customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- use alternative methods when necessary and possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- take into account individual needs when providing goods and services; and
- communicate in a manner that takes into account the customer's disability.

B. The Use of Assistive Devices:

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Linde Canada Inc.

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. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

C. The use of Guide Dogs:

A customer with a disability that is accompanied by a guide dog will be allowed access to premises operated by Linde Canada Inc. that are open to the public, unless otherwise excluded by law. "No pet" policies do not apply to guide dogs.

Recognizing a Guide Dog:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Linde Canada Inc. may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog training school.

Care and Control of the Guide Dog:

The customer that is accompanied by a guide dog is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Linde Canada Inc will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons:

If a customer with a disability is accompanied by a support person, Linde Canada Inc. will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

It is a priority for Linde to have a support person sit beside the person they are accompanying. However, there may be times where seating and availability initially prevent the customer and support person from sitting beside each other. In these situations Linde Canada Inc. will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer to discuss confidential information with their support person present, prior to any conversation where confidential information might be discussed.

E. Notice of Disruptions in Service:

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Linde Canada Inc. In the event of any temporary disruptions to Linde's facilities 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:

In the event that a notification needs to be posted, the following information will be included, unless it is not readily available or known:

- the goods or services that are disrupted or unavailable
- the reason for the disruption
- the anticipated duration of the disruption
- a description of alternative services or options

Notifications Options:

When disruptions occur, Linde Canada Inc. will provide notice by:

- posting notices in conspicuous places, for example the service desk or the front entrance; or
- 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.

F. Feedback Process:

Linde Canada Inc. shall provide customers with the opportunity to give feedback on the service provided to customers with disabilities. Information about the feedback process will be available to all customers, and notice of the process will be made available onsite.

Submitting Feedback:

Customers may submit their concerns or complaints on the service provided by Linde Canada Inc. directly to the site supervisor or manager. Feedback may be submitted by phone, email, mail or in person as the situation warrants, and shall be acknowledged by the appropriate site supervisor or manager. Linde will investigate each complaint received. Customers who provide formal feedback will receive acknowledgement of

their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training:

Training will be provided to:

- a) All employees and contractors who deal with the public or other third parties who act on behalf of Linde Canada Inc.; and
- b) those who are involved in the development and approval of customer service policies and practices.

Training will be provided to new employees either in class or using Linde Canada Inc's Learning Management Software. Revised training will be provided in the event of change to legislation, procedures, policies et/or practice. .

The training will include:

- 1. a review of the content of this policy, the *AODA* and the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*;
- 2. how to interact and communicate with persons with various types of disabilities;
- 3. how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person;
- 4. how to use equipment or devices available to help provide goods/services to a person with a disability;
- 5. what to do if a person with a particular disability is having difficulty accessing Linde's goods or services.

Record of training:

Linde Canada Inc. will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

H. Notice of Availability and Format of Documents:

Linde Canada Inc. shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a noticeable place, for example the service desk or the bulletin board owned and operated by Linde Canada Inc.

ADMINISTRATION:

If you have any questions or concerns about this policy or its related procedures please contact:

Employee Services

- Phone: (800) 808-8818
- Fax: (905) 803-1693

This policy and its related procedures will be reviewed as required in the event of legislative changes.