

POLICY: AODA – CUSTOMER SERVICE STANDARD POLICY

Department Name: Human Resources

Date: December 2024

Scope

This policy is specific to all Domtar locations in Ontario which are governed by the Ontario Regulation 429/07 of the *Accessibility for Ontarians with Disability Act, 2005* (AODA). The policy is intended to assist in meeting the accessibility needs of people with disabilities consistent with the principles of independence, dignity, integration and equality of opportunity.

Policy

Domtar recognizes the importance of providing access to goods and services, openly communicating and responding to the needs of persons with disabilities in order to provide the same services, in the same place and in a similar way as other customers.

Domtar recognizes the importance of our policy is based on the respect for the dignity and independence of people with disabilities. Domtar will give equal opportunity for people with disabilities to access, use, and benefit from our goods, and services and facilities with the same quality and timeliness that others receive. We will provide service integration in relation to goods, services and facilities provided to the broader public, unless alternative ways of providing the service or program are necessary for equal opportunity. Also communicating in ways that consider a person's disability related needs.

Communication

We will communicate with persons with disabilities in a manner that takes into account their disabilities. We will consider how a person's disability may affect the way in which he or she expresses, receives or process communications and where possible, ask the person how best to communicate with him or her. Domtar will provide services in a manner that respects the dignity and independence of persons with disabilities.

Domtar will communicate with persons with disability in ways that take their disability into account. This means that staff will communicate in a manner that enables people with disabilities to communicate effectively for the purpose of accessing Domtar's services. Examples will include.

- Writing with a pen and paper, typing messages back and forth
- Adjusting speaking style to speak more slowly, or clearly.
- Electronic communication systems (video)
- Sign Language (as long as sufficient notice is provided)

Assistive Devices

We are committed to servicing people with disabilities who use assistive devices to obtain or benefit from our goods or services. Assistive devices that may be used be individuals with disabilities will be welcome on our premises open to the public or third other third parties. In the event where a person with disabilities in unable to access our building, due to structural limitations, we are committed to providing an alternative method of obtaining, using or benefiting from our goods or services. Domtar will provide service to persons with a disability that are integrated with services that are provided to others to ensure that a person with a disability can obtain, use and benefit from Domtar's services.

Privacy

Domtar understands that information about a disability is personal and private and must be treated confidentially. If a customer discloses that they have a disability, we will only ask for additional information about the disability if it is necessary for us to understand how to provide better service to that person. If a person with a disability indicates the best way to provide service to them, Domtar will follow their advice to the best of their ability.

Services Animals

Persons with a disability who accompanied by a guide dog or other service animal will be permitted to enter Domtar and to keep the animal with them. Service animals must be able to be readily identified as being used by the person for reasons relating to the person's disability, through the use of such visual indicators as a harness or vest/ If the service animal cannot be readily identified Domtar may request, and individual provide documentation from a regulated health professional in the Integrated Accessibility Standards.

Support Persons

Persons with a disability is accompanied by a support person, Domtar will ensure that both persons are permitted to enter our facility together. Domtar will provide services to an interact directly with the individual with the disability and not the support person unless the individual with the disability directs otherwise. Domtar with that the individual provide a consent for their support person to be present for any interactions or discussions with Domtar staff. Domtar will not prevent the individual with a disability form having access to the support person.

Training

Domtar will ensure that all employees receive training regarding the provision of our services to people with disabilities.

- A review of the purposes of AODA and the requirements of the Customer Service Standard.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who can use assistive devices or require the assistance of a guide dog or other service animal, or a support person.
- How to use equipment of devices available on Domtar's facilities or otherwise provided by Domtar that may help with the provision of goods or services to a person with a disability.

Notice of Temporary Disruptions in Service and Facilities

In the event of a temporary disruption, planned or unplanned, Domtar will make reasonable efforts to provide prior notice to customers, recognizing that in some circumstances, advanced notice will not be possible. In such cases we will provide notice as soon as possible.

Customer Access to this Policy

A notice advising customers of how they can request a copy of this Policy, and all related documents will be posted on Domtar's website and at reception. We will strive to provide persons with disabilities who request a copy of this policy a format that takes into account their disability.

Feedback Process

Domtar invites feedback on the way it provides goods or services to people with disabilities. Those who wish to provide feedback are encouraged to do so in person, by telephone, in writing via mail or email or via our website:

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