

## **Accessibility for Persons with Disabilities: Customer Service Policy**

### **This policy forms part of the Accessibility for Ontarians with Disabilities Act (AODA)**

Did you know that:

- 15.5% of Ontarians have a disability; over the next 20 years this will increase to 20%
- 47.2% of people over the age of 65 have disabilities
- By 2017 – For the first time ever Ontarians over 65 will outnumber Ontarians aged 0-14
- By 2025 – 1 in 5 Ontarians will be over 65 years

“Accessible customer service is not about ramps or automatic door openers. It’s about understanding that people with disabilities may have different needs. It can be as easy as asking “How can I help?” and making small changes to how you serve customers with disabilities.”<sup>1</sup>

### **Policy Statement**

Grundfos Canada Inc is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. Grundfos Canada Inc. recognizes the diverse needs of all our employees and customers and will respond by striving to provide services and facilities that are accessible to all. Grundfos Canada Inc. is committed to offering equal opportunity to access our products and services and to providing the benefit of the same services in a similar way to all customers including persons with disabilities.

### **Purpose and Intent of the Policy**

A history of discrimination against persons with disabilities exists in Ontario. The purpose of this policy is to establish and maintain an inclusive work environment where all persons are treated equally. This policy will be used to inform and guide decision-making related to accessibility issues and initiatives aimed at improving accessibility for people with disabilities throughout Grundfos Canada Inc.

This policy is intended to meet the requirements of the *Integrated Accessibility Standards Ontario Regulation 191/11* 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.

### **To whom will this policy apply?**

This policy applies to:

- The products and services at premises operated by Grundfos Canada Inc. or at locations where Grundfos Canada Inc. provides products and services.
- To employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Grundfos Canada Inc.

### **What are some of the important terms useful in understanding the scope and application of this policy?**

*Assistive Device:* is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers require 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 refers to:

- any degree of physical disability, infirmity, or malformation that a person is born with or that is caused by bodily injury or illness
- a condition of mental impairment or a developmental disability;

- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

*Guide Dog*: – is a highly-trained working dog that has been trained at a specialized facility to provide mobility, safety and increased independence for people who are blind.

*Service Animal/Service Dog*: an animal is a service animal/service dog for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a medical practitioner confirming that the person requires the animal for reasons relating to the disability.

*Support Person*: a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to products and services.

### **What will be shared with our customers?**

Grundfos Canada Inc. will post notice in a conspicuous place onsite and on its website that this policy and any other documents required by Ontario Regulation 429/07 will be made available to anyone upon request.

### **What are the principles and practices underlying how this will be implemented?**

The following will be posted both on the Grundfos Canada Inc. website and on site at Oakville:

#### **A. The provision of goods and services to persons with disabilities**

Grundfos Canada Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

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

#### **B. Assistive Devices**

Grundfos Canada Inc. will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our products or services.

In cases 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 products and services.

### **C. Guide Dogs, Service Animals and Service Dogs**

Grundfos Canada Inc. welcomes the service animals of people with disabilities. Service animals are allowed on the parts of our premises that are open to the public. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

#### Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal 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, Grundfos Canada Inc. will make all reasonable efforts to meet the needs of all individuals.

### **D. Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that support person accompany them on the premises of Grundfos Canada Inc. and/or when services are provided by Grundfos Canada Inc.

In situations where confidential information might be discussed, consent will be obtained from the customer, 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 Grundfos Canada Inc. In the event of any temporary disruptions to products or services that customers with disabilities rely on to access or use Grundfos Canada Inc.'s products 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.

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

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

#### Notifications Options:

When disruptions occur Grundfos Canada Inc. will provide notice by:

- posting notices in conspicuous places including at the point of disruption, and at the main entrance;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

### **F. Feedback Process**

Grundfos Canada Inc. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be posted at our office and verbally

communicated to customers. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

#### Submitting Feedback:

Customers can submit feedback to:

#### **Sharon Maksymyshyn**

Grundfos Canada Inc  
2941 Brighton Road  
Oakville, ON L6H 6C9

Direct Line: 905-491-6632

Fax: 905-892-9599

[www.ca.grundfos.com](http://www.ca.grundfos.com)

Customers who wish to provide feedback by completing an onsite Customer Feedback Form or verbally can do so to Grundfos Canada Inc., c/o Sharon Maksymyshyn

- Customers that provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concerns or complaints that were submitted.
- Feedback will be provided to the customer within 7 days. If this is not possible, the customer will be advised within 72 with an explanation as to the delay
- All feedback from customer, including any personal information they may provide such as phone number, will be maintained in a confidential file, maintained by the Executive Director

#### **G. Training**

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Grundfos Canada Inc., and
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

#### Training Provisions:

Training will cover:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- A review of the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11*
- Instructions on how to interact and communicate with people with various disabilities; use of assistive devices, guide dogs, service animals and service dogs, support persons; assisting persons with disabilities, and the policies contained within this document
- Specific instructions to employees on the above after they are assigned their specific duties.

- The Human Rights Code as it pertains to persons with disabilities
- Ongoing instructions in connection with any changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities
- Instructions on what to do if a person with a disability is having difficulty accessing our services
- Review of Grundfos Canada Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities and the *Integrated Accessibility Standards* Regulation

#### Training Schedule:

Grundfos Canada Inc. will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf. Additional training will also be provided in the event of changes to legislation, procedures and/or practices or in the event that any of the staffs' roles change.

#### Record of Training:

Grundfos Canada Ins. 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**

Grundfos Canada Inc. shall notify customers by posting it on Grundfos Canada Inc.'s website that the documents related to the *Integrated Accessibility Standards* are available upon request and in a format that takes into account the customer's disability.

Administration

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

**Sharon Maksymyshyn**

Grundfos Canada Inc  
2941 Brighton Road  
Oakville, ON L6H 6C9

Direct Line: 905-491-6632

Fax: 905-892-9599

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## **Accessibility for Persons with Disabilities: Practices and Procedures**

### **Policy Statement**

Grundfos Canada Inc. is committed to providing our products and services to all of our customers in a way that respects the dignity and independence of persons with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers including persons with disabilities.

### **What are the relevant procedures?**

It is the procedure for all designated Grundfos Canada Inc. employees to inquire of all customers whether or not there are any special needs or requirements they have when they visit any Grundfos Canada Inc. facility or when services are provided in the home or workplace of any customer. Grundfos Canada Inc. will obtain this information in advance of any visit. Where advance notice is not possible, Grundfos Canada Inc. will determine any special needs or requirements at time of arrival.

Designated Grundfos Canada Inc. employees will have current knowledge of external and internal access points to the building and the location of relevant facilities. Grundfos Canada Inc. employees will also have knowledge of assistive devices which may be available on the premises or that a customer may use when services are provided in a customer's workplace or home.

### **What are the relevant practices?**

In order to meet the needs of customers, Grundfos Canada Inc. will utilize existing available methods, techniques or devices if available and suitable for the customer, or alternatively will adapt or change a current practice or will simply ask the business guest what they need.

Every reasonable effort will be made to accommodate the needs of the customer, short of health and safety concerns which may place the guest or others at risk.

### **What are the communications plans and strategies?**

Grundfos Canada Inc. will develop an approach to communication that is flexible and considerate of all customers. Designated employees will understand disabilities and how they may affect communication, will consider alternative approaches to make communication accessible, and will always ask the customer what they need.

### **What are examples of some common disabilities?**

Disabilities that may impact communication are as follows: vision, hearing, deaf/blindness, physical, speech or language, mental health, intellectual, developmental or learning.

### **A. Vision**

To ensure effective communication with a customer:

- Always ask the customer how you may help them.
- Offer assistance, but wait for the person to accept it
- When guiding, walk slowly, and advise of upcoming obstacles, turns, etc.
- Offer to describe products and services
- If providing written material, offer to read it
- If you leave the customer unattended, advise them of where you are going and when you will return

## **B. Hearing**

There are varying degrees of hearing loss, so to ensure effective communication with a customer, determine what capability they have (e.g. oral deaf people can speak and read lips). As well:

- Maintain eye contact
- Avoid covering your mouth with papers, etc.
- Avoid talking while leading the person
- In emergencies, assist the person in recognizing and responding
- If you cannot “sign”, use a pen and paper to communicate back and forth
- Move to a quiet area for discussion when dealing with a person with a hearing aid

## **C. Deafness/Blindness**

Deafness/blindness is a combination of hearing and vision loss that can range from partial to full in either sensory area. To ensure effective communication with a customer:

- Ask what would make them most comfortable
- Communication may take them additional time and requires patience
- Always direct questions and comments to the customer, even when accompanied by a support person
- Avoid sudden moves, or contact with the customer which may catch them off guard, except in case of emergency

## **D. Physical Disabilities**

These disabilities come in many forms – confinement to a wheelchair, loss of limb, and less visible disabilities such as heart or breathing conditions. To ensure effective communication with a customer:

- Ask how you can help
- Pull up a chair and sit with the individual at their level
- Offer assistance if the customer appears to be struggling or in distress
- Always ask before touching or moving an assistive device
- Ensure the environment is free of obstacle
- It is acceptable to offer a handshake to a customer. Let them respond to your gesture

## **E. Speech or language**

To ensure effective communication with a customer:

- If you do not understand, ask them to repeat themselves
- Ask close ended questions to illicit a yes/no response
- Be patient while they respond
- Never interrupt or assume you know what they want

## **F. Mental Disabilities**

You may not be aware of a mental disability when dealing with a guest. These individuals may face barrier such as increased anxiety, sudden mood swings, poor concentration and memory. To ensure effective communication with a customer:

- Ask how you can help, be patient, and work with the customer to find a solution

## **G. Intellectual, Learning and Developmental Disabilities**

These disabilities include a range of disorders that affect verbal and non verbal information acquisition, retention, understanding and processing. To ensure effective communication with a customer:

- Be prepared to explain and provide examples of information you give
- Be patient and verify your understanding
- Provide information in smaller segments
- Respond to any requests for assistance in completing forms etc.
- Allow extra time to complete tasks

## **How should I interact with a customer on the phone with a potential disability?**

You may not be aware of a disability when dealing with a customer on the phone. To ensure effective communication with a customer:

- Speak normally, do not shout or interrupt
- Be patient
- Ask the customer to repeat information if you don't understand
- If you cannot communicate effectively, consider making alternative arrangements such as written correspondence or a personal visit.

## **Personal Assistive Devices**

Customers with disabilities should not be prohibited from using personal assistive devices unless a safety issue is present

- Do not refuse to work with the device
- Do not stare at the device
- Never touch or move the device without asking permission
- Ensure adequate space for the device. Avoid blocking, or bumping into the device
- Offer assistance if the customer is having difficulty using the device
- Keep walkways, entrances, parking lots free of ice, snow and debris
- For wheelchairs, make eye contact and pull up a chair for discussion

## Assistive Devices and Safety Concerns

In cases where the assistive device may present a safety concern, a Grundfos Canada Inc. representative will assess the risk and determine alternate methods to provide service

### Assistive Devices and Accessibility Concerns

The office area at Grundfos Canada Inc. is fully accessible for customers in wheelchairs

### **Guide Dogs, Service Animals and Service Dogs**

Guide dogs, service animals or service dogs are permitted. The customer is responsible for maintaining care and control of the animal at all times. Remember, the animal is “working” and is not to be treated as a pet

- Never separate the customer from the animal
- Do not talk to, touch, feed or otherwise distract the animal
- If you are unsure if the animal is in fact, providing a service to the customer, ask. Typically service animals wear a marked harness or vest
- Provide water to the animal if the customer requests
- Politely advise other Grundfos Canada Inc. staff or customer to avoid contact with the animal unless the customer allows

### Identifying a Guide Dog, Service Animal or Service Dog

If it is not readily apparent that the animal is a service animal, you may request verification from the customer. Verification may include a letter from a doctor or nurse, a valid identification card signed by the Attorney General of Canada, or a certificate of training from a recognized training school.

### Handling Competing Needs and Rights

There may be situations where a service animal causes concern to other customers, such as in the event of allergies or religious beliefs. Reasonable effort must be taken to meet the needs of all parties. This may be as simple as ensuring the parties are kept separate.

### **Support Persons**

A customer may have a support person to assist them. The support person can be a paid worker, a volunteer or even a family member or friend. They offer a wide range of services such as interpretation, speaking on behalf of the guest, note taking, guiding, transportation, personal care and communication.

It is important to focus your attention on the customer, not the support person:

- If you are unsure of which is the customer, ask
- Introduce yourself to both people
- Talk directly to the customer, even if the support person is responding
- Do not have side conversations with the support person
- Ask the customer how you can help and what they need
- Provide written materials to both the customer and support person
- Never separate the two

- In cases where confidential information is being discussed or provided, consent should be obtained from the customer. Consent can range from written to a gesture from the customer, taking into account their disability

### **Providing Notice of Service Disruption**

In the event that a service disruption exists, a Disruption in Service notice will be posted at the main entrance, and at the point of disruption. Where possible, customers will also be notified in advance of a scheduled visit.

### **Customer Feedback Process**

A Customer Feedback Form has been designed for customers who wish to provide written feedback. This form is available in paper or electronic versions, and once completed, can be returned to Grundfos Canada Inc. Customers may also provide feedback verbally, either in person, or by phone using the same template format.

The methods of feedback can be provided to the customer to allow them the option to choose the most appropriate one that works best for them.

Any issues raised through customer feedback will be addressed by Grundfos Canada Inc. and reported back to the customer.

### Feedback Process

Customers can submit feedback to:

#### **Sharon Maksymyshyn**

Grundfos Canada Inc  
2941 Brighton Road  
Oakville, ON L6H 6C9

Direct Line: 905-491-6632

Fax: 905-892-9599

[www.ca.grundfos.com](http://www.ca.grundfos.com)

Customers who wish to provide feedback by completing an onsite Customer Feedback Form or verbally can do so to Grundfos Canada Inc., c/o Paddi Riopelle.

- Customers that provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concerns or complaints that were submitted.
- Feedback will be provided to the customer within 7 days. If this is not possible, the customer will be advised within 72 with an explanation as to the delay
- All feedback from customers, including any personal information they may provide such as phone number, will be maintained in a confidential file, maintained by Human Resources
- **Employee Training**  
Training will be provided to all Grundfos Canada Inc. employees, (and as required in future, to any agents, contractors and other external company representatives) who deal with customers.

Training will cover:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- A review of the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/117*
- Instructions on how to interact and communicate with people with various disabilities; use of assistive devices, guide dogs, service animals and service dogs, support persons; assisting persons with disabilities, and the policies contained within this document
- Specific instructions to employees on the above after they are assigned their specific duties
- The Human Rights Code as it pertains to persons with disabilities
- Ongoing instructions in connection with any changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities
- Instructions on what to do if a person with a disability is having difficulty accessing our services
- Review of Grundfos Canada Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities and the *Integrated Accessibility Standards Regulation*

## **Accessibility for Persons with Disabilities: Integrated Accessibility Standards Policy**

### **Policy Statement**

Grundfos Canada Inc. is committed to treating all people, including our employees and customers requiring our services, and the public, in a way that allows them to maintain their dignity and independence. We will meet the needs of persons with disabilities in a timely manner by preventing and removing barriers to accessibility.

### **Purpose and Intent of the Policy**

The *Integrated Accessibility Standards Regulation* or the IASR (Ontario Regulation 191/11) establishes the accessibility standards and compliance timeframes for each of Customer Service; Information & Communication; Employment; and where applicable, Transportation; and Design of Public Spaces.

The purpose of this Policy is to outline how Grundfos Canada Inc. achieves, and continues to achieve, the requirements of the IASR. It is in addition to, and does not replace or supersede, the *Accessibility for Persons with Disabilities: Customer Service Policy*, which sets out how services are and will be provided to customers with disabilities (to satisfy the requirements of the Customer Service Standard).

### **What are some of the important terms useful in understanding the scope and application of this policy?**

*Accessible Formats*: may include, but are not limited to, large print, recorded audio, videos with captions and/or audio descriptions, braille and other formats usable by persons with disabilities.

*Communication Supports:* may include, but are not limited to, captioning, alternative and augmentative communication, plain language, sign language and other supports that facilitate effective communication.

*Disability:* the term disability refers to:

- any degree of physical disability, infirmity, or malformation that a person is born with or that is caused by bodily injury or illness
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

*Performance Management:* means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

*Redeployment:* means the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department has been eliminated.

### **What training will be provided?**

Grundfos Canada Inc. will provide training to employees, volunteers, and other persons who provide goods, services, or facilities on our behalf or who otherwise participate in the development of Grundfos Canada Inc.'s policies, during new hire orientation or within the first month of a volunteer placement.

Training will cover:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- A review of the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11*
- Instructions on how to interact and communicate with people with various disabilities; use of assistive devices, guide dogs, service animals and service dogs, support persons; assisting persons with disabilities, and the policies contained within this document
- Specific instructions to employees on the above after they are assigned their specific duties.
- The Human Rights Code as it pertains to persons with disabilities
- Ongoing instructions in connection with any changes to the policies, practices and procedures governing the provision of goods, facilities, or services to persons with disabilities.
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities
- Instructions on what to do if a person with a disability is having difficulty accessing our services
- Review of Grundfos Canada Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities and the *Integrated Accessibility Standards Regulation*

Records will be kept of the training provided.

## **What are the standards that apply to this policy?**

### **A. Information & Communication**

Grundfos Canada Inc. is committed to meeting the communication needs of people with disabilities in a timely manner.

#### Accessible Formats & Communication Supports for Public Information

When asked, publicly-available information about our services, in addition to publicly-available information about our Centre's emergency and safety procedures, will be provided in an accessible format or with communication supports. Employees of Grundfos Canada Inc. will consult with the person making the request to determine the most suitable accessible format or communication support.

#### Feedback Processes

Grundfos Canada Inc. will communicate that any feedback processes are accessible to persons with disabilities upon request.

### **B. Employment**

Grundfos Canada Inc. is committed to fair and accessible employment practices throughout the employment life-cycle, beginning with the hiring process, and including performance management and redeployment processes.

At the time of hire, employees will be notified of the policies and procedures used to support staff persons with disabilities.

#### Hiring

All job applicants will be notified by way of the job posting and Grundfos Canada Inc.'s Careers webpage, that accommodations are available throughout the recruitment process, beginning with the application process and through to the provision of a job offer.

When applicants are selected to participate in the interview and assessment process, they will be notified that accommodations are available upon request. The hiring supervisor will consult with the candidate to determine the appropriate accommodation that takes into account the needs and dignity of the individual.

When an offer of employment is made, Grundfos Canada Inc. will notify the successful candidate of its policies and procedures on accommodating employees with disabilities.

#### Accessible Formats & Communication Supports

Upon the request of an employee with a disability, the supervisor will consult with the employee to provide, or arrange for the provision of, accessible formats or communications supports required for the employee to perform their job duties (job descriptions, training manuals, etc.)

Any information generally provided to staff will also be provided with an accessible format or communication support to the employee with a disability, upon request. This includes but is not limited to company emails, memos, policies and health & safety information.

#### Performance Management, Career Development & Redeployment

Grundfos Canada Inc.'s will take into account the accessibility needs of employees with disabilities when:

- completing the performance management process
- providing career development (e.g. coaching, training, etc.)
- promoting employees
- reassigning/redeploying employees

#### Return to work

Should an employee be on leave due to a disability, intend to return to work, and require disability-related accommodations in order to return to work, Grundfos Canada Inc. will facilitate their return to work process through the following processes:

- Grundfos Canada Inc. will require up to date medical documentation indicating the employee's work restrictions (if any);
- Grundfos Canada Inc. will, in consultation with the employee, develop a return to work plan with an individualized accommodation plan; and
- Grundfos Canada Inc. will implement an individualized accommodation plan to facilitate the employee's return to work.

#### Workplace Emergency Response Information

Grundfos Canada will provide individualized workplace emergency response plans for employees with a disability, who risk not being able to evacuate safely in the event of an emergency. In a confidential manner, the supervisor will consult with the employee regarding their needs and develop an individualized plan as soon as practical after becoming aware of the need for an accommodation.

An employee with a disability who believes that he/she may require assistance during an emergency is required to complete the *Employee Request Form for an Individualized Emergency Response Plan* which is found in the Grundfos Canada Inc. HR Policy Handbook.

Where the Plan identifies that a Safety Buddy or other support person is required, that information only necessary to provide assistance will be provided to the Safety Buddy or support person with the employee's consent.

#### **C. Design of Public Spaces**

Grundfos Canada Inc. will meet the requirements of the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which include:

- Outdoor play spaces
- Outdoor paths of travel like ramps, stairs, etc.
- Accessible on-street and off-street parking
- Outdoor public eating spaces
- Service-related elements such as a reception counter and waiting area

In the event of a disruption to accessible parts of our public spaces, the public will be notified and alternatives will be provided.

#### **Questions**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities. Any policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed. For questions regarding this policy or for an accessible format of this policy, please contact Sharon Maksymyshyn.

## **Customer Service Standards Employee Commitment**

### **Policy Statement**

Providing our customers with the highest quality of customer service is a matter of great importance to us at Grundfos Canada Inc. Grundfos Canada Inc. shall ensure that our services and office facilities are accessible to all customers, and will strive to promote equality, dignity and respect for everyone. Treating customers fairly is at the heart of our business, and we aim to make sure that they can enjoy the highest possible standards of service at all times.

### **Intent of Policy**

At Grundfos Canada Inc. we will:

- Greet our customers in a friendly manner, and provide them with quality service each and every visit;
- Provide friendly and knowledgeable services;
- Treat our customers fairly, with respect and with dignity;
- Treat our customers with patience and understanding;
- Respect a customer's privacy and handle confidential information in an appropriate way;
- Take responsibility and be accountable for the accuracy and quality of our work;
- Act with integrity at all times.

### **What are the procedures underlying this policy?**

Within Grundfos Canada Inc., we will deliver our products and services in a consistent manner using the following procedures:

#### **A. Published Service Standards**

- We will publish a copy of our Customer Services Policy on our website. A copy of the policy will also be provided to any customer registered in a program with us.
- We will monitor our performance against these standards
- We will also review our Customer Service Standards and values following ongoing feedback from customers, our stakeholders and our staff.

#### **B. Inform the Customer**

- Information about our products and services will be accessible, accurate, and up to date. This information will contain relevant contact details including a telephone number, office address and e-mail address.
- We will take steps to make sure the information we provide is clear and straightforward so that it is easily understood.
- We will only use customer information in a lawful and fair manner to protect privacy.

#### **C. Service Accessibility**

- We will take all required steps to make sure our services and facilities are accessible to everyone, including people with disabilities. Grundfos Canada Inc. will comply with all applicable customer service accessibility legislation requirements.

#### **D. Consulting with Customers**

- We will seek the views of our customers regarding the delivery of our services, the quality of our service and the standards of service they expect from us. We welcome customer comments or suggestions on how we can improve the quality of our service.
- If a customer wishes to make a comment or has a suggestion on how we can improve the quality of service, please provide the customer with our Customer Service Feedback Form , or refer them to the General Manager to make a comment or suggestion.

#### **E. Polite and Helpful Staff**

- Grundfos Canada Inc. staff members shall be polite and helpful, act with integrity and discretion and treat customers with respect at all times.
- Grundfos Canada Inc. staff shall be provided with appropriate customers service training to help them deliver our products and services in an efficient and professional manner.

#### **F. Complaints Procedure**

If a customer is unhappy with the quality of service received, they may make a complaint:

- In person to the General Manager;
  - By letter, fax, or e-mail, or
  - By telephone, using verbal or texting, to the General Manager
- 
- We will fully and fairly investigate the complaint and offer the customer a full explanation of the circumstances and take appropriate action.
  - We will record and monitor complaints about the quality of service and try to address concerns. We want to learn from complaints so that we can improve the quality of service we provide.