



ACCESSIBLE CUSTOMER SERVICE POLICY

West is committed to recognizing and addressing the needs of persons with disabilities.

West strives to identify, remove and prevent barriers to accessibility and comply with the objectives and requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") and the *Ontario Human Rights Code* (the "OHRC").

This policy sets out standards designed to enhance accessibility in customer service. West may amend this policy at its sole discretion, and as may be necessary to respond to evolving needs and legal developments.

Upon request, West will provide a copy of this policy in an accessible format.

Policy Statement

West strives to ensure that the provision of its goods, services and facilities is consistent with the following principles:

- *Dignity and Independence*: The goods, services and facilities are provided in a manner that respects the dignity and independence of persons with disabilities.
- *Integration*: The provision of goods, services and facilities to persons with disabilities is integrated with the provision of goods, services and facilities to others, unless an alternative measure is necessary, whether temporarily or permanently, to enable persons with disabilities to obtain, use or benefit from the goods, services and facilities.
- *Equal Opportunity*: Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from West's goods, services and facilities.
- *Accessible Communication*: When communicating with persons with disabilities, employees and representatives of West do so in a manner that takes into account the disabilities, including by using accessible formats or communication supports when requested. Employees and representatives of West work with persons with disabilities to determine what individualized method of communication works best for them.

Assistive Devices and Service Animals

Persons with disabilities may use their personal assistive devices when accessing the goods, services and facilities of West. In cases where an assistive device presents a significant and unavoidable health or safety concern, or may not be permitted or used for other reasons, other measures will be used to ensure access to the goods, services and facilities.

West welcomes the service animals of persons with disabilities, provided that such service animals are in the care and control of the persons at all times. Service animals will generally be identified through visual indicators, such as harnesses or vests, or when animals help perform certain tasks. When an animal cannot be easily identified as a service animal, West may ask persons to provide documentation

(template, letter or form) from a regulated health professional that confirms the need for the service animal for reasons relating to a disability.

If service animals are prohibited by law from entering any space, West will take reasonable steps to ensure that there are other measures in place to allow those in need of such service animals to access the applicable goods, services and facilities.

Support Persons

West welcomes the support persons of persons with disabilities. Support persons are those who accompany persons with disabilities in order to help with communication, mobility, personal care or medical needs, or with access to goods or services.

In certain cases, West may require persons with disabilities to be accompanied by support persons for health or safety needs. In this regard, West will:

- consult with persons with disabilities to understand their needs;
- consider health or safety needs based on available evidence; and
- determine if there are other reasonable ways to address health or safety needs.

Notice Of Temporary Disruption

If there is a planned or unexpected disruption to services for persons with disabilities, West will strive to notify such persons promptly. Posted notices will generally include information about the reason for the disruption, its anticipated length of time and a description of alternative services, if available.

Training

West will provide accessibility training to its employees and representatives. Such training will take place as soon as practicable after hiring, and will also take place when changes are made to West's accessibility policies.

Accessibility training will include information and instruction on the following:

- The purposes, objectives and requirements of the AODA and the OHRC.
- The expectations and policies of West related to the AODA and the OHRC.
- How to interact and communicate with persons with various types of disabilities, including those who have an assistive device, a service animal or a support person.
- How to help in providing goods, services and facilities to persons with disabilities.
- What to do if persons with disabilities cannot access goods, services and facilities.

Feedback Process

West welcomes all feedback and questions regarding its accessibility policies. West will strive to ensure that its feedback process is accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, on request.

Those who have feedback or questions should direct their correspondence to:

West Human Resources
(800) 662-9292
employeesupport@puzzlehr.com
11650 Miracle Hills Dr
Omaha, NE 68154

Please let us know if you require accessible formats and communication supports when contacting us. West will strive to respond to feedback and questions in a reasonably prompt, honest and respectful manner. Where appropriate, feedback will be taken into consideration as part of any ongoing review of this policy.