



Accessible Customer Service Policy

FORM NUMBER: HRP-025	REV: 1	PAGE: 1 OF 7	ORIGINAL ISSUE DATE: 01/03/2022	REVISION DATE: November 2023
PREPARED BY: Human Resources	REVIEWED BY: Bruce Fraser	APPROVED BY: Bruce Fraser, HR Consultant	APPROVED BY: Zeljko Prica, President	

Prica and Prica group of companies (“the company”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

The company is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The company understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The company is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization’s policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities

- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
 - Mobile Device applications such as the “Accessibility” section on an iPhone
 - Lap top and or Desk top computers with the Accessibility symbol.
- what to do if a person with a disability is having difficulty in accessing our organization’s goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

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

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Mobile Device applications such as the “Accessibility” section on an iPhone
- Lap top and or Desk top computers with the Accessibility symbol.

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Service animals are prohibited from the following areas:

Active construction sites, not only for the Health and Safety of the individual but also for the service animal, active building construction sites required Personal Protective Equipment such as hard hats and steel toed footwear – while we have identified two current locations, these locations will change and be updated at all times:

- 506 Katherine St, West Montrose
- 40 Misty River Dr, Conestogo
- 1276 Wilby Road, Wilmont

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

We will not charge a fee or fare for any support persons accompanying a customer for accessing your goods, services or facilities, choose one of the following options:

We notify customers of this by posting a notice in the following location(s):

Prica Global Enterprises Inc., PG Design Studio Inc., Prica Orchard Inc.

- 156 Columbia Street West, Waterloo

PG Building Envelope Inc., Prica Group Construction Management Inc.

- 446 Albert Street, Waterloo

Accommod8U Inc.

- 150 University Avenue West, Waterloo
- 203 Lester Street, Waterloo

- 130 Columbia Street West, Waterloo
- 208 Sunview Street, Waterloo

In certain cases, the company might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the company will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

Prica Global Enterprises Inc., PG Design Studio Inc., Prica Orchard Inc.

- 156 Columbia Street West, Waterloo

PG Building Envelope Inc., Prica Group Construction Management Inc.

- 446 Albert Street, Waterloo

Accommod8U Inc.

- 150 University Avenue West, Waterloo
- 203 Lester Street, Waterloo
- 130 Columbia Street West, Waterloo
- 208 Sunview Street, Waterloo

The notice will be made publicly available in the following ways:

- Posting in the front entrance of the buildings listed above
- On our Website.

Feedback Process

The company welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided by either phone or email - please have it addressed to the HR Manager at 519-340-0171 or info@pricaglobal.com

All feedback, including complaints, will be handled in the following manner:

The goal of the Company is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers can expect to hear back in _____ 30 _____ day (s).
Number of Days

The company ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

The Company notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

Prica Global Enterprises Inc., PG Design Studio Inc., Prica Orchard Inc.

- 156 Columbia Street West, Waterloo

PG Building Envelope Inc., Prica Group Construction Management Inc.

- 446 Albert Street, Waterloo

Accommod8U Inc.

- 150 University Avenue West, Waterloo
- 203 Lester Street, Waterloo
- 130 Columbia Street West, Waterloo
- 208 Sunview Street, Waterloo

The notice will be made publicly available in the following ways:

- Posting in the front entrance of the buildings listed above
- On our Website.

The company will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways

that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by the ways listed above.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

The Company is committed to fair and accessible employment practices. We will take steps to notify the public and staff that, when requested, the Company will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. If you have a disability, please notify your supervisor or HR and we will do everything we can to accommodate your disability.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Accessible off-street parking
- Service-related elements like service counters, fixed queueing lines and waiting areas
- We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Changes to Existing Policies


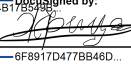
Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

Revision history

VERSION	DATE	REVISION AUTHOR	SUMMARY OF CHANGES
1	May 2023	Bruce Fraser	New Format

Approval

NAME	POSITION	SIGNATURE	DATE
Brad Ratz	HR Manager	 <small>DocuSigned by: 9BD8724B17B548C</small>	2023/11/24
Zeljko Prica	President	 <small>DocuSigned by: 6F8917D477BB46D...</small>	2023/11/24