



Steer Enterprises Accessibility Policy

Purpose

Steer Enterprises Ltd. is committed to providing an equal opportunity to all our customers and staff. The objective of this policy is to ensure we meet the requirements of the Customer Service Standard and promote its underlying core principles.

This policy is intended to meet the requirements of the 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.

Statement of Commitment

Steer Enterprises Ltd. 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 by meeting our accessibility requirements under Ontario's Accessibility Laws.

Providing Goods and Services to People with Disabilities

Steer Enterprises Ltd. is committed to excellence in serving all customers, including those with disabilities, and will carry out our functions and responsibilities in an accessible manner. Each request for accommodation is assessed on a case-by-case basis. In addition, we follow these steps:

Communication

We communicate with people with disabilities in ways that take their specific needs into account. Communication strategies are set out in Steer Enterprises Ltd. accessibility training program.

Assistive Devices

When required, assistive devices are permitted within our establishment. If there is a physical technological or other type of barrier that prevents this assistive device, Steer Enterprises Ltd. will make its best efforts to remove that barrier. If this is not possible, we will ask the individual how they can be accommodated. The Ontario Human Rights Commission ensures that our staff are trained and familiar with various assistive devices that may be used by customers while accessing our goods or services.

Use of Service Animals and Support Persons

We welcome people with disabilities who are accompanied by a service animal or a support person. We will ensure that staff are properly trained on how to interact with people with disabilities who are accompanied by a service animal or a support person.

Notice of Temporary Disruption

Steer Enterprises Ltd. will inform customers if there is a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will be posted at the entrance of the affected premises and on our website. The notice will include the following information:

- The facility or service that is unavailable
- The anticipated duration of the disruption
- The reason for the disruption
- Alternate facilities or services, if available

Training for Staff

Steer Enterprises Ltd. will provide training for all staff so that they understand this policy, the Accessibility Standards for Customer Service, how to interact and communicate with people with disabilities and how to respond to requests for accessibility and accommodation.

Steer Enterprises Ltd. will provide training as required under the AODA to all persons to whom this policy applies staff so that they understand this policy, the Accessibility Standards for Customer Service, how to interact and communicate with people with disabilities and how to respond to requests for accessibility and accommodation.

Steer Enterprises Ltd. will maintain and update an online training package for all current and future staff.

Information and Communications Standards

The following measures have been implemented by Steer Enterprises Ltd. as of January 1, 2023:

- Make Steer Enterprises Ltd. new internet websites and new content on websites accessible through the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.
- Make Steer Enterprises Ltd. new internet websites and new content on websites accessible through the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

Employment Standards

Recruitment: The following measures have been implemented by Steer Enterprises Ltd.

- Specify that accommodations are available for applicants with disabilities.
- Consult with the applicants and arrange for suitable accommodations, and
- Notify the successful applicant of its policies for accommodating associates with disabilities.

Employee Support

- Inform new hires to support employees with disabilities and keep employees up to date on changes to these policies.
- Upon request from an employee with a disability, provide suitable accessible formats and communication supports needed by the employee to perform their job.

Feedback Process

Steer Enterprises Ltd. strives to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are appreciated and can be provided in the following ways;

- Human Resources
7051 County Road 9
Stayner ON L0M 1S0
- In person at reception
- By telephone at 705-466-2600
- Email at info@steer.ca

Steer Enterprises Ltd. will respond to feedback within five (5) business days of receipt of the feedback.