

Accessibility for Ontarians with Disability Policy

Policy: TAP-PU-006 Issued: 2018-04-23



12.3 POLICY STATEMENT

Tempo supports the goals of the AODA and is committed to ensuring equal treatment to persons with disabilities and access to goods and services across our facilities.

Our commitment involves providing Tempo's products and services in a manner that respects the dignity and independence of persons with disabilities.

The Company will do so in the following way:

- We will communicate with persons with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact with people with various disabilities.
- We are committed to providing fully accessible telephone service to our customers by using clear and plain language and speaking slowly. We will offer to communicate with customers by alternate means (e.g.: e-mail, written documents) if telephone communication is not suitable to a customer's communication needs.
- We are committed to serving persons with disabilities who use assistive devices to obtain access to the goods and services we provide. We will ensure that our staff is familiar with the various assistive devices that customers with disabilities may depend on and how those devices may impact their access to the goods and services we provide. Assistive devices may include:
 - o White cane
 - o Wheel chair/scooter
 - o Crutches
 - o Oxygen tank
 - o Electronic communication devices
 - o Hearing aids
 - o Magnifier
 - o Mini pocket recorders
 - o Notebook/lap-top computer
 - o Speech generating devices

Persons with disabilities are welcome on our premises accompanied by a service animal and can keep the animal with them if the public is allowed access to such premises, if the animal does not pose a risk to the product quality or safety, and is not otherwise excluded by law. While visiting our premises, it is the responsibility of the person with a service animal to control the animal at all times. If it is appropriate to exclude a service animal for legal or safety reasons, please discuss this with the customer and contact a Department Manager, who will make arrangements for the care of the animal. Alternative accommodations should be canvassed with the customer and provided, if necessary.

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Employees should be aware that service animals are used for a variety of disabilities to assist with:

- Autism
- Vision
- Hearing
- Psychiatric illness
- Mobility
- Seizures

Although dogs are the most recognizable type of service animal, employees should be aware that other types of service animals may be used.

We are committed to welcoming persons with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her support person while on our premises. When an employee must discuss confidential information with a customer, the employee should advise the customer of such fact to determine whether the customer wishes to exclude the support person.

12.3.1 ACCESSIBLE FACILITIES OR SERVICES

The following accessible facilities or services are available to customers who may require accommodation of a disability:

To communicate with customers requiring the use of a teletypewriter (“TTY”) phone to communicate, employees should call the Bell Relay Service at 1-800-855-0511 for assistance.

12.3.2 NOTICE OF TEMPORARY DISRUPTION

Tempo will make a reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all affected locations of facilities or services used by persons with disabilities. In addition, the Office Manager will be advised of the disruption so that all inquiries relating to same may be directed to [HIM/HER].

12.3.3 TRAINING FOR STAFF

Tempo will provide training as required by AODA to all staff and others who deal with the public and to whom this policy applies. In addition, training will be provided for new employees, employees who are placed in a new role that requires training and it will be refreshed periodically as the legislation changes.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005.

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- The requirements of the Accessibility Standards for Customer Service.
- Information about our policies, procedures, and guidelines pertaining to the provision of goods and services to persons with disabilities.
- How to interact and communicate with persons with various disabilities.
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person.

Training will be held for all new employees as soon as practicable after hiring. Training will be provided thereafter as required by the Act.

12.3.4 FEEDBACK PROCESS AND QUESTIONS

Tempo welcomes feedback about the delivery of goods and services to persons with disabilities. Employees and customers can submit such feedback or ask questions pertaining to this policy by e-mail to sales@tempo-aerospace.com, by phone at (416)746-2233, by regular mail to 205 Fenmar Drive, Toronto, ON, M9L 2X4, or in person by speaking to Office Manager in the office.

12.3.5 MODIFICATIONS TO THIS OR OTHER POLICIES

Tempo is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. When making changes to policies it will consider the impact on persons with disabilities.