



**Originating Department:**  
Organization & Human Resources

**Classification:** EMPLOYEE  
Policy RELATIONS

**Date Issued:** February 2019

**Policy Number:** 315

**Approved By:** VP O & HR

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**Distribution:** Intranet

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**Subject:** Customer Service Policy – Ontario and Manitoba

## 1. OVERVIEW

- 1.01 Lafarge Canada Inc., its subsidiaries and other entities managed by Lafarge Canada Inc. (collectively referred to as “Lafarge”) is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, visitors and any other individual who enters our premises or accesses our information.
- 1.02 Lafarge has formulated this customer service policy to comply with the requirements under the accessibility legislations in Ontario (Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and Manitoba (The Accessibility for Manitobans Act (“AMA”))
- 1.03 One of the five standards developed under the AODA and the AMA, and now law, is the Customer Service Standard. This standard details specific requirements for all organizations with one or more employees. Lafarge is committed to excellence in servicing all customers including people with disabilities.

## 2. CUSTOMER SERVICE

### (a) Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train Employees who communicate with customers on how to interact and communicate with people with various disabilities.

### (b) Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train Employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email, in person or with the assistance of a support person, if telephone communication is not suitable to their communication needs or is not available.

### (c) Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our Employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will allow all customers to use their assistive devices while receiving service from Lafarge. 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.



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#### **(d) Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy or email. We will answer any questions customers may have about the content of the invoice in person, by telephone or by email.

#### **(e) Service Animals and Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all Employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional.

We are committed to welcoming people 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 or her support person while on our premises.

#### **(f) Notice of Temporary Disruption**

Lafarge will provide customers with notice in the event of a planned or unexpected disruption to the facilities or services usually used by people 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 public entrances on our premises.

#### **(g) Training**

In Manitoba, Lafarge will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf and also to individuals who participate in or who are responsible for development and implementation of policies. In Ontario, all employees and volunteers will be provided with the below training.

Our training will include:

- An overview of the applicable legislation (i.e AODA in Ontario and AMA in Manitoba)
- The requirements under the Customer Service Standard
- An overview of the Human Rights Code
- How to interact with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device
- How to interact with people who use the assistance of a service animal
- How to interact with people who use a support person



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- How to use any equipment or devices available at the workplace to assist with providing goods or services to persons with disabilities
- What to do if a person with a disability is having difficulty accessing our organization's goods or services

New employees will be trained within a timeframe which is dependent upon the position they are hired for, and retrained in the event that changes are made to the plan.

#### **(h) Information and Communications Support**

Lafarge will continue to ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.

Upon request, Lafarge will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.

### **3. Questions about this Policy**

The policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy or if the purpose of the policy is not understood, please use the contact methods below.

We encourage any individual interested in providing feedback to do so by any of the following means:

- In person in Ontario at:
  - Lafarge Canada Inc, 6509 Airport Road, Mississauga, ON L4V 1S7
- In person in Manitoba at:
  - 185 Dawson Road North Winnipeg, MB R2J 0S6
- By telephone at +1 (905) 602-9205
  - By email to [Accessibility-ca@lafargeholcim.com](mailto:Accessibility-ca@lafargeholcim.com)



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## **GENERAL DEFINITIONS**

**Accessible Formats:** include, but are not limited to accessible electronic formats, Braille, text transcripts, large print, recorded audio, and other formats accessible to persons with disabilities.

**Assistive Device:** 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 members and guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**Barrier:** means, anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. This includes:

- a physical barrier,
- an architectural barrier,
- an informational or communications barrier,
- an attitudinal barrier,
- a technological barrier,
- a policy, practice and procedure barrier.

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

**Disability:** means

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

**Guide Dog:** means a guide dog as defined in section 1 of the Blind Persons’ Rights Act;



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**Service Animal:** means an animal trained to assist a person with a disability. The assistance provided by the animal must be directly related to the person's physical or mental disability.

(In Ontario) - an animal is a service animal for a person with a disability if, (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or (b) the person provides documentation from one of the regulated health professionals (as prescribed in the Customer Service Standards) 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 goods and services.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go. This is a broad definition, and one that must be considered closely when educating our employees in the appropriate response to our customers.