

2.20 Accessible Customer Service

2.19.1 Providing Goods and Services to People with Disabilities

BAG TO EARTH INC. strives for excellence in serving all customers, including persons with disabilities, and is committed to the principles of dignity, independence, integration and equal opportunity.

2.19.2 Assistive Devices

BAG TO EARTH INC. supports the use of personally owned assistive devices. We will ensure that designated employees are trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing our goods or services.

2.19.3 Communication

We strive to communicate with people with disabilities in ways that take into account their disability. We will ensure all new websites and content on our sites conform with WCAG 2.0, Level A.

We are committed to providing employees with disabilities with individualized emergency response information when necessary. We invite all employees to contact HR if they believe they require an individualized emergency response plan.

2.19.4 Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premise that are open to the public. Service animals will not be allowed to enter areas that require personal protective equipment.

2.19.5 Support Persons

A person who is accompanied by a support person will be allowed to have that person accompany them on our premises as long as both persons are willing and able to adhere to BAG TO EARTH INC.'s safety requirements.

2.19.6 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for visiting persons with disabilities, BAG TO EARTH INC. will notify them promptly if it will affect their service.

2.19.7 Training for Staff

BAG TO EARTH INC. will provide training to employees who deal with the public or other third parties on the company's behalf.

Individuals in the following positions will be trained within 6 months after hiring:

- Receptionist
- Human Resources Manager
- Human Resources Assistant
- Others at the discretion of the Human Resources Department

2.20 Training Content

Training will include:

- An overview of the Accessibility for Ontarians Act, 2005 and the requirements of the customer service standard
- BAG TO EARTH INC.'s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- The use of assistive equipment and devices, as required
- What to do if a person with a disability is having difficulty in accessing BAG TO EARTH INC.'s goods and services

Staff will also be informed when relevant changes are made to this plan.

2.21 Feedback Process

Customers and/or employees who wish to provide feedback on the way BAG TO EARTH INC. provides goods and services to people with disabilities should be referred to the Human Resources Manager via email, phone, or written feedback. An accessibility feedback form is available on BAG TO EARTH INC.'s website.

Feedback will be used to help improve BAG TO EARTH INC.'s ability to provide goods and services to people with disabilities. Complaints will be addressed to the best of BAG TO EARTH INC.'s ability and the company will strive to create an inclusive environment for everyone.

2.22 Employment

BAG TO EARTH INC. is committed to fair and accessible employment practices. We will accommodate people with disabilities during the recruitment and assessment processes as requested.

2.23 Physical Environment

BAG TO EARTH INC. is committed to providing an inclusive environment and will continue to ensure accessibility in future renovations of our existing space and/or future location changes.