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Mevex Corporation is committed to excellence in serving all employees, suppliers and customers, including people with disabilities.

Assistive devices

We will work to make staff familiar with various assistive devices that may be used by employees, suppliers or customers with disabilities while accessing our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability (person-first language).

Service animals

We welcome people with their service animals. Service animals are allowed on all parts of our premises that would normally be made available to visitors as required by the purpose of their visit unless otherwise restricted by our manufacturing processes.

Support persons

We welcome people with their support person. Support persons are allowed on all parts of our premises that would be normally be made available to visitors as required by the purpose of their visit.

Notice of temporary disruption

A notice of temporary disruption to accessible facilities will be provided as required; for employees this will take the form of a company wide email, for non-employees this will managed as appropriate on a case by case basis.

Documents

Documents will be modified to follow case-specific accessibility requirements and made available upon request.

Access

Mevex Corporation is committed to providing as much access to its buildings and facilities as is reasonably possible for employees, suppliers and customers with disabilities.

Providing Goods and Services in an Accessible Way

Employees with Disabilities

Mevex will take steps to ensure that all employees are able to contribute to the success of the company. This may include, but is not limited to, providing alternate technology or workspaces.

Training for Staff

Mevex Corporation will provide training to employees who deal with the general public or other third parties on their behalf.

Individuals in all positions will be trained.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- **Mevex Corporation's** Accessibility policy (this document).
- How to interact and communicate with people with various types of disabilities.
- How to interact with people who use an assistive device or require the assistance of a service animal or a support person.
- How to use any equipment that **Mevex Corporation** may have installed now or in the future.
- What to do if a person with a disability is having difficulty in accessing **Mevex Corporation** goods and services.

Staff will also be trained, if required, when changes are made to the policy.

Feedback process

Individuals who wish to provide feedback on the way **Mevex Corporation** provides goods and services to people with disabilities can contact us by using any of the following methods:

- Email: info@mevex.com
- Phone: **613-831-2664**
- Mail or in person: **108 Willowlea Road, PO Box 1778, Stittsville, ON, K2S-1B4**

Individuals can expect an initial response within 2 - 3 business days and a more complete response within 3 - 7 business days.

Complaints will be addressed according to our organization's standard complaint management procedures.

Modifications to this or other policies

Any policy of **Mevex Corporation** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Providing Goods and Services in an Accessible Way

Multi-Year Accessibility Plan

Mevex Corporation is committed to preventing and eradicating barriers to accessibility for employees, suppliers and customers. To this end, **Mevex Corporation** will engage in an ongoing program of continuous review and improvement of accessibility practices.

Public Locations of Plan

Mevex Corporation will post this policy in the following areas for public view:

- Safety Bulletin Boards
- Online at www.mevex.com

