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1. Purpose

This Policy and its procedures address the accessibility requirements of Regulation 429/07, the Accessibility Standards for Customer Service, made under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA").

2. Policy Statement

It is the policy of HudBay Marketing & Sales Inc. ("HMS") to provide goods and services without discrimination in accordance with the provisions of the *Ontario Human Rights Code* and the AODA.

HMS is committed to providing its goods and services in a manner that is accessible and respectful of the dignity, independence and integration of persons with disabilities. HMS provides persons with disabilities the same opportunity to access our goods and services and to benefit from them in the same place and in a similar way as other customers.

The objective of this Policy, therefore, is to provide a framework for HMS to achieve service excellence for its customers, third parties and members of the public, including persons with disabilities all in accordance with the AODA's Customer Service Standard.

3. Scope of the Policy

This policy applies to all employees of HMS in Ontario, including anyone who may interact on behalf of HMS with its customers, third parties or members of the public.

4. Definitions

For the purposes of this Policy, the following definitions will apply:

- "assistive devices" are devices used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard of the AODA (these include auxiliary aids such as communications aids, cognition aids, personal mobility aids and medical aids such as canes, crutches, wheelchairs or hearing aids).
- "disability" means (as per the *Ontario Human Rights Code*):
 - 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;
 - a condition of mental impairment or a developmental disability;
 - a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

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- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- “persons with disabilities” are individuals who have a disability as defined under the *Ontario Human Rights Code*.
- “support persons” are any person, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, while accessing goods or services.
- “service animals” are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

5. Providing Goods and Services to Persons with Disabilities

HMS will carry out its service responsibilities as follows:

(a) *Communication:*

HMS will communicate with persons with disabilities in alternative ways that take into account their disabilities.

(b) *Telephone Services:*

HMS is committed to providing fully accessible telephone service. HMS will train its employees to communicate with customers, third parties and members of the public over the telephone in clear and plain language and to speak clearly and slowly.

HMS will offer to communicate with individuals by e-mail, fax or letter if telephone communication is a barrier to persons with disabilities.

(c) *Assistive Devices:*

HMS is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

HMS will ensure that its employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

(d) *Billing:*

HMS is committed to providing accessible ordering and invoicing to all customers. For this reason, order forms and invoices will be provided in alternative formats upon request, including hard copy, large print or e-mail.

Questions that customers may have about the content of any order form or invoice will be answered by HMS in person, by telephone or by e-mail.

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(e) *Use of Service Animals and Support Persons:*

HMS's premises that are otherwise open to the public will be equally accessible to any person with a disability who is 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. Permission will be obtained from the person with the disability prior to a discussion of a confidential nature taking place with the support person present.

HMS welcomes persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public.

HMS will ensure that all employees dealing with the public are properly trained on how to interact with persons with disabilities who are accompanied by a support person or a service animal.

6. **Notice of Temporary Disruption**

HMS will provide notice in the event of a planned or unexpected temporary 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 any alternative facilities or services. Notice will be provided by a variety of methods depending on the circumstances and may include posting at conspicuous places at HMS's premises (for example, at reception and/or the lobby or other public entrance) or on HMS's website.

7. **Training for Employees**

HMS will provide training to its employees who regularly deal with customers, third parties or members of the public on its behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures.

Training will include the following:

- the purpose of the AODA and the requirements of the Customer Service Standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use equipment or assistive devices available at HMS's premises or otherwise provided by HMS that may help with the provision of goods and services to persons with disabilities;
- how to offer assistance if a person with a disability is having difficulty in accessing HMS's goods and services; and
- ongoing review of any changes to HMS's policies, practices and procedures relating to the Customer Service Standard.

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HMS will keep records of the training provided.

8. **Modifications to Policy**

HMS is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this Policy before considering the impact on persons with disabilities.

9. **Feedback Process and Questions**

The ultimate goal of HMS is to meet or surpass expectations while serving persons with disabilities. Comments on our services relating to how well those expectations are being met are welcome and appreciated. Feedback regarding the way HMS provides goods and services to persons with disabilities can be made verbally (in person or by phone) or in writing. A response should be expected in within 5 business days.

Feedback or any questions about this Policy may be directed to:

Vice President, Legal
25 York Street, Suite 800
Toronto, Ontario M5J 2V5

Tel: 416.362.8181