

SCOPE

This Accessible Customer Service Policy applies to the delivery of all goods and services by Waste Connections of Canada Inc. and its affiliates (collectively, “Waste Connections” or the “Company”) in the province of Ontario and Manitoba. This Policy applies to all employees, managers, consultants, contractors, directors, officers of the Company who work in Ontario and Manitoba, including persons who act as our agents (such as contractors and independent consultants), and to all persons who are responsible for developing and updating policies with respect to our customers in Ontario and Manitoba.

PURPOSE

Waste Connections is committed to providing goods and services to persons with disabilities in a way that is consistent with the principles of independence, dignity, integration, and equal opportunity. Our goal is to provide all customers, including those with disabilities, with the same opportunity to access and use Waste Connection's goods and services. If a barrier to accessing our goods and services cannot be removed, we will seek alternative ways to access the goods and services.

The following policies and practices are intended to meet the requirements of *The Accessibility for Manitobans Act* and its Accessible Customer Service Standard and the *Accessibility for Ontarians with Disabilities Act, 2005* and its Integrated Accessibility Standards.

Our business practices and policies will strive to ensure that all of our policies, practices and procedures are consistent with the following core principles:

Dignity

Goods and services and access to our facilities are to be provided to all persons with disabilities in a manner that is respectful to the person and all such persons shall be treated as valued customers deserving of service.

Equality of Opportunity

All persons with disabilities are entitled to be given an opportunity to obtain, use and benefit from our goods, services and facilities equal to that of any other of our customers.

Integration

All persons with disabilities are entitled to benefit from our goods, services and facilities in the same place and in the same or similar manner as any other customer. This may require a different format and maintaining a flexible approach wherever possible, taking into account the person's individual needs. The objective is to attempt inclusiveness and full participation to the extent possible.

Independence

Goods and services and access to our facilities shall be provided in a way that respects the independence of persons with disabilities and means respecting the person's right to do it themselves and to choose how they wish to receive services. Any assistance offered must be with the express permission of the person.

The following definitions apply for the purposes of this Policy:

“Assistive Device” refers to any tool, technology or other mechanism that enables a person with a disability to maintain their independence in everyday life by performing tasks and activities such as moving, communicating or lifting.

“Customer” refers to anyone who is in receipt of the goods and services we provide, whether the person is a member of the general public, the end-user of our goods or services, a distributor, or a representative of another organization.

“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 coordination, 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*.

“Employee” refers all employees, officers, directors, students, volunteers, or contractors of the Company who deal with any of our customers (or potential customers) in Ontario, whether working on a full-time or part-time basis.

“Service animal” for the purpose of this policy, an animal is a service animal for a person with a disability if:

1. 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
2. The person provides documentation from a member of one of the regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability.

This includes any animal used by a person with a disability for reasons relating to the disability, such as guide dogs, hearing alert animals (alerts owner to sounds), seizure alert animals (alerts owner to oncoming seizure; steers owner from danger during seizure), and psychiatric service animals (retrieves and prompts owner to take medicine; leads owner out of crowds; retrieves or activates medical alerts).

Communication

Waste Connections will communicate with customers with disabilities in ways that take their disability into account.

Accessible Formats and Communication Supports

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

Assistive Devices

Persons with disabilities will be permitted to obtain or use goods or services through the use of their own assistive devices. If an assistive device may pose a risk to health and safety of the customer or others on the premises, Waste Connections will accommodate the customer by providing an alternative where possible.

Waste Connections will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities when visiting our facilities.

Service Animals

Waste Connections welcomes service animals that accompany persons with disabilities. Service animals are permitted to access to all parts of the Company's premises that are open to the public, provided that the animal is not otherwise excluded by law. If for some reason the service animal is excluded by law, we will ensure that other measures are made available to ensure that the customer with a disability to access or use the good or services.

If it is not readily apparent that the animal is a service animal, Waste Connections reserves the right to ask the person with the disability to provide a letter from an appropriate medical professional confirming that the person requires the animal for reasons relating to his or her disability.

Waste Connections will ensure that all staff dealing with the public will receive training on how to interact with a person with a disability who is accompanied by a service animal.

Support Persons

Support persons that accompany someone with a disability will be permitted the same access to our facilities as the person who they are accompanying.

If a customer with a disability is accompanied by a support person, Waste Connections ~~of Canada~~ will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. _

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

Staff will receive training on how to interact with persons with disabilities who are accompanied by a support person, including:

- Communicating directly with the customer, rather than the support person
- Addressing potential issues of confidentiality

Notice of Temporary Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Waste Connections. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

If any services to accommodate disabled customers are interrupted in a way that would limit them from gaining access to Waste Connection's facilities, goods or services, customers will be notified. Notice of the temporary interruption will be placed on Waste Connections' website and at the nearest accessible entrance to the service disruption, and include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

Customer Feedback

Waste Connections of Canada shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by request. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

Waste Connections of Canada Inc.
6220 Hwy 7, Suite 600, Woodbridge ON, L4H 4G3
T: 905-532-7510
F: 905-532-7576

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Waste Connections of Canada employee.



Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training will be provided to:

- Every employee of or a volunteer with Waste Connections of Canada;
- Every person who participates in developing the policies of Waste Connections of Canada; and
- Every other person who provides goods, services, or facilities on behalf of Waste Connections of Canada.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005/ The Accessibility for Manitobans Act*;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices;
 - Require the assistance of a service animal; or
 - Require the use of a support person (including the handling of admission fees);
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Waste Connections of Canada will provide training as soon as practicable. Training will be provided to new employees. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

Record of Training

Waste Connections of Canada will keep a record of training that includes the dates training was provided and the number of employees who attended the training.



MODIFICATIONS TO THIS OR OTHER POLICIES

All of our policies, practices and procedures will be reviewed on an ongoing basis to ensure compliance with the AODA and AMA. Any policy, practice or procedure that does not comply with and promote the dignity and independence of people with disabilities will be modified or removed.

ACCESSIBILITY OF DOCUMENTS

This Policy and all other documents required by the AODA and AMA pertaining to our policies, practices and procedures on the provision of services to persons with disabilities can also be obtained by contacting the Accessibility Coordinator using the contact information set out above. Upon request, reasonable attempts will be made to provide these documents to clients with disabilities in a format that takes into account the person's disability.

Notice of availability of these documents will be posted on our website and posted in a conspicuous place at each of the Company's locations where this Policy applies.

NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS TO CUSTOMERS

Waste Connections shall notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the customer's disability.

Notification will be given by posting the information in a conspicuous place owned and operated by Waste Connections of Canada, the website of Waste Connections of Canada, and any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures, please contact our Accessibility Coordinator at:

Attention: Legal Department/Accessibility Coordinator
Waste Connections of Canada Inc.
6220 Hwy 7, Suite 600, Woodbridge ON, L4H 4G3
T: 905-532-7510
F: 905-532-7576

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.