

Accessible Customer Service Plan

Applied Electronics Limited strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Applied Electronics Limited is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Assistive Devices

We are committed to serving people who need assistive devices to obtain, use or benefit from our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

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.

Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Applied Electronics Limited's premises with his or her 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities Applied Electronics Limited will notify customers promptly. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on the Applied Electronics website at www.appliedelectronics.com .

Training

Applied Electronics Limited will provide training to employees, volunteers and others who deal with the public or other organizations on behalf of the Company and all those who are involved in the development and approval of customer service policies, practices and procedures.

This training will be provided to employees within 30 days of their official start date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Applied Electronics Limited's goods and services

Feedback Process

The ultimate goal of Applied Electronics Limited is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers who wish to provide feedback on the way Applied Electronics Limited provides goods and services to people with disabilities can contact us through our website at www.appliedelectronics.com. All feedback will be directed to the Senior HR Generalist. Customers can expect to hear back in 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or Other Policies

Any policy of Applied Electronics Limited that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our goods and services will be modified or removed.

Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about this policy kindly contact the Senior HR Generalist at Applied Electronics Limited.