
Policy Number:	120
Policy Title:	Weyerhaeuser Accessible Customer Service Policy
Type:	Policy
Classification:	Human Resources
Process Owner:	Melanie Buffett

Purpose:

Weyerhaeuser Company Limited (the “Company”) is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws and our obligations under the *Human Rights Code*.

Principle Link:

- We have integrity, trust and respect within a diverse work environment.

Applies To:

All Associates

Policy:

This Policy is made pursuant to the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the Integrated Accessibility Standards Regulation (“IAS Regulation”) of the AODA and address how the Company will achieve accessibility. This Policy will be reviewed and updated as necessary at least every five years and posted on our website.

For purpose of this Policy, “disability” is defined as follows:

- (i) 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,

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- (ii) a condition of mental impairment or a developmental disability,
 - (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - (iv) a mental disorder, or
 - (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

1. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

2. Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

3. Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the part of our premises which is open to the public. When we cannot easily identify whether an animal is a service animal, our staff may ask the person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will ensure the customer with disabilities can access our goods, services or facilities by explaining why the animal is excluded and discussing with the customer another way of providing goods, services or facilities.

4. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, we might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

5. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted 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.

Services and facilities include: Elevator(s), Parking, Entrance access/automatic door entry system

The notice will be made publicly available as follows: Posted on bulletin boards, posted on equipment out of order (elevator) e-mail, posted at main gate entrance and scale/contractor entrance.

6. Training

The Company will provide accessible customer service training to all employees and volunteers, any person involved in developing our policies and any person who provides goods, services or facilities to customers to the Company's behalf.

The training will encompass:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- the Company's policies related to 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 support person;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities; and

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- what to do if a person with a disability is having difficulty accessing the Company's goods, services or facilities.

Staff will be trained on accessible customer service as part of their training when they are first hired and again if changes are made to our accessible customer service policy.

7. Feedback Process

We welcome feedback.

Customers who wish to provide feedback on the way the Company provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

In-person at: [1000 Jones Road, Kenora, Ontario](#)

By telephone by calling: [807-548-8000](#)

By email to: Human Resources manager: Melanie.Buffett@weyerhaeuser.com

By mail to: [PO Box 1930, Kenora, Ontario, P9N 3X8](#)

The Company will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

All feedback received will be reviewed within a reasonable time period and the Company will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with the Company's complaints process.

8. Documents

The Company will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

Employee handbook, email, SharePoint, site orientation documents, public media postings.

The Company will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Any policies of the Company that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Revision History		
Date Developed:	April 25, 2018	
Effective Date:	April 30, 2018	
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Last Revision Date:		
Review and Approval		Date
Reviewed & Approved By:	Kenora Leadership Support Team	April 30, 2018
Reviewed & Approved By:		