



**Accessibility for Ontarians with Disabilities Act - 2005  
(AODA)**

**STERN LABORATORIES INC. ACCESSIBILITY POLICY**

The management and employees of Stern Laboratories Inc. all recognize the importance of and are committed to providing goods and services to all customers with disabilities.

The management will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while on our premises.

Employees will communicate with people with disabilities in ways that will consider their disability.

Stern Laboratories Inc. welcomes people with disabilities and their assistive devices, and service animals. Service animals are allowed on the parts of our premises that are open to the public.

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

In the event of a planned or unexpected disruption to services for customers with disabilities, Stern Laboratories Inc. will notify these persons as soon as possible and have it posted on front of all external doors and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Stern Laboratories Inc. welcomes feedback regarding our policies and procedures; please direct these to Richard Sawala via phone, fax, email at: [rsawala@sternlab.com](mailto:rsawala@sternlab.com), in person or in writing.

Gordon I. Hadaller

A handwritten signature in blue ink, appearing to read "G.I. Hadaller", is written over the printed name.

President

2013.07.18