



ACCESSIBILITY (OADA) POLICY

SLSP-114 Rev. 0

This Policy is designed as a guide to the Accessibility Standards for Customer Service which is Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

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

Management shall ensure that employees are trained and familiar with the various assistive devices that may be used by customers with disabilities while on company premises.

Employees shall 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 support 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 post on the front of all external doors 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 feedback or comments to Rob Martinez via phone, fax, email at: rmartinez@sternlab.com, in person or in writing.