Nye Manufacturing Ltd.
3585 Mavis Road, Mississauga, ON Canada L5C 1T7
Call: 905 897 2311 Web: nye.ca e-mail: sales@nye.ca

Custom Attachments for Heavy Equipment, Welding Repairs and Alterations

Nye Accessibility Policy

Providing Goods, Services and Employment for People with Disabilities

Nye Manufacturing Ltd. is committed to excellence in serving and working with the public, customers and employees including people with disabilities.

Employment Practices: Nye is committed to accessible employment practices. This commitment will be reflected in the way we hire, retain and provide career development opportunities for all employees.

Assistive devices: Nye staff is trained and familiar with assistive devices that may be used by customers with disabilities, including a pad and paper at the front counter and a "ring for assistance" button at the front entrance.

Communication: Staff will communicate with disabled people in ways that take their unique needs into account, and we will work to make our information accessible to anyone on request.

Service Animals: Nye welcomes people with disabilities and their service animals.

Support Persons: Nye welcomes support persons that may accompany people with disabilities.

Training for staff: Nye will provide ongoing training for all staff including managers, supervisors and workers to ensure they understand our desire and legal obligation to welcome and accommodate all persons with disabilities both inside and outside the company.

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.
- What to do if a person with a disability is having difficulty communicating or accessing Nye's goods and services.

Staff will also be trained when changes are made to the accessible customer service plan.

Publication: The Nye Accessibility policy (this document) will form part of the Nye Company Manual and is available for public review and download on the company website at www.nye.ca/accessibility

Feedback Process: Anyone who wishes to provide feedback regarding the way Nye interacts with people with disabilities, or this policy can do so verbally, by written submission, by telephone or by e-mail: accessibility@nye.ca. Customers can expect acknowledgement within 3 business days.

Modifications to this or other policies: Any Nye policy that does not respect and promote the dignity and independence of people with disabilities will be reviewed and modified or removed.

Nye Manufacturing Ltd. is certified in accordance with AODA Standards (Cert# SCR37274)

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