



## **Company commitment**

Southwest Binding Systems Ltd. strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving all customers the same opportunity to access goods and services, and allowing them to benefit from the same goods and services in the same place and in a similar way.

## **Use of service animals and support persons**

Southwest Binding Systems Ltd. is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties. We will accommodate the use of service animals by people with disabilities who are accessing the Company's services or goods in the demo room and office. For reasons of safety, entering the manufacturing plant with a service animal will not be permitted.

In cases where people with disabilities must be accompanied by a support person, and are accessing the Company's goods or services, we will ensure that both parties are permitted to enter the premises together, and that people with disabilities can access their support person while on the premises.

## **Assistive devices**

Southwest Binding Systems Ltd. will accommodate the use of personal assistive devices needed to access our goods and services.

## **Admission fees**

Southwest Business Products Ltd. does not charge any admission fees in any facility.

## **Notice of temporary disruption**

Southwest Business Products Ltd. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## **Training for employees**

Southwest Business Products Ltd. has provided training to employees who deal closely with the public, including inside sales reps, customer service, reception and shipping managers.

### **Southwest cares**



## **Training has encompassed:**

- a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2012 and the requirements of the Standard;
- b) How to interact and communicate with people with various types of disabilities;
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- d) What to do if a person with a disability is having difficulty in accessing the Company's goods and services; and
- e) The Company's policies, practices and procedures relating to the Standard.