

In compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, Linamar Corporation wishes to make available our Ontario customer service policy:

Statement of Commitment

Linamar Corporation is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)*. Where the complete removal of barriers is unattainable, Linamar Corporation will attempt to accommodate persons with a disability in an appropriate and effective manner. We believe in integration and equal opportunity, and thus we aim to create an inclusive culture.

Use of Service Animals and Support Persons

Service Animals

Persons with disabilities may enter Linamar Corporation premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. It is the responsibility of the person with a service animal to control the animal at all times.

Support Persons

Persons with disabilities may enter Linamar Corporation premises accompanied by a support person and may have access to that support person at all times.

Linamar Corporation reserves the right to require a person with a disability to be accompanied by a support person. These requests will be made to protect the health and safety of Linamar employees and others on the premises, as well as the person with a disability.

Linamar Corporation is committed to preserving the confidentiality of persons with disabilities, and will obtain consent from the person with a disability when communicating items of a sensitive or private nature in the presence of a support person or other companion.

Notice of Temporary Disruption

Linamar Corporation will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its expected duration, and referrals to alternative facilities or services, if available. In the event of an unplanned or emergency disruption, Linamar Corporation may not be able to provide advance notice.

Notice of any temporary service disruption may be posted in a conspicuous place on the premises as soon as practicable; on the company website; or by other methods that are reasonable considering the circumstances. Notices will also be available in an accessible format upon request.

Training for Partners

Linamar Corporation will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. Records of this training will be kept in compliance with the *Act*.

Training will include:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- Information about Linamar Corporation policies and procedures pertaining to the provision of services to persons with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a disability is having difficulty accessing Linamar Corporation goods or services;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person.

Feedback Process

Those wishing to provide feedback to Linamar Corporation regarding this policy or other *Accessibility for Ontarians with Disabilities* initiatives may do so through the following methods. All feedback will be responded to in a timely and thorough manner.

Mail:
287 Speedvale Ave. W.
Guelph, ON
N1H 1C5
Attn: Roxanne Rose

Fax: 519 767-0449

Phone: 519 836-7550

E-mail: Roxanne.Rose@linamar.com

In-person:

Roxanne Rose, 287 Speedvale Ave. W., Guelph, ON
Designated AODA personnel are also available at each provincially regulated facility in Ontario

Modifications to This Policy or Other Policies

Linamar Corporation is committed to developing policies that respect and promote the dignity and independence of people with disabilities. Linamar Corporation retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.

For more information:

<http://www.aoda.ca/>