



EnerSys Canada Inc.

Policy on

Accessibility Standard For Customer Service

The customer service standard applies to every organization that provides goods and services to the public or third parties and has at least one employee in Ontario.

Organizations in the private sector, including non-profit, with 20 or more employees must comply by January 1, 2012, and file a report in 2012.

Becoming accessible means developing a plan on how our organization will provide service to customers with disabilities

including the principles of

independence

dignity

integration

and

equal opportunity



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

EnerSys Canada Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staffs are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

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

Fees will not be charged for support persons



Accessible Customer Service Plan

continued

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at 61 Parr Boulevard, Units 3 & 4, Bolton, Ontario L7E 4E3

EnerSys Canada Inc. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the front entrance to our building.

Training for staff

EnerSys Canada Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

Managers, Sales Territory Managers, Sales Co-ordinators,
Service Technicians, Service Co-ordinators,
Shippers, Receivers, Warehouse Helpers,
Receptionist/Admin Assistants, HR/Payroll Administrator
Controller, Accountants, Office Administrator

This training will be provided to staff with-in 10 days of their hired date.



Accessible Customer Service Plan continued

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- EnerSys Canada inc.'s plan related to 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
- How to use the equipment or devices, e.g. TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing EnerSys Canada Inc's goods and services

Staff will also be trained when changes are made to your plan.

Feedback process

Customers who wish to provide feedback on the way EnerSys Canada inc provides goods and services to people with disabilities can do so by in person, by telephone, in writing or by emailing hr@enersysinc.ca.



Accessible Customer Service Plan continued

All feedback will be directed to EnerSys Canada Human Resource Department.

Customers can expect to hear back in 10 days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of EnerSys Canada Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.