



Customer Service Policy:

Providing Goods and Services to Persons with Disabilities

1. Corporate Philosophy

The management philosophy of Makita Corporation and Makita Canada Inc. is to exist in harmony with society through observance of laws and regulations; constant demonstration of ethical behavior; value and respect for our customers; consistent and proactive management; and encouragement of each individual to perform to his or her highest level.

2. Our commitment

In fulfilling our mission, Makita is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and services to persons with disabilities

Makita is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

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

We will train associates who communicate with customers on how to interact and communicate with people with various types of disabilities.

b. Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train associates to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers in person, by email or social media if telephone communication is not suitable to their communication needs or is not available, and we encourage our customers to share other means that may be of assistance to them.

c. Assistive devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our associates



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

We will also ensure that associates receive training on how to use any assistive devices that may be available on our premises for customers.

d. **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided upon request in the following formats: PDF, large print, or email. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

4. Use of service animals and support persons

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all associates, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Makita's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. Notice of temporary disruption

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

The notice will be placed at all public entrances and service counters on our premises.

6. Training for associates

Makita will provide training to all associates, volunteers and others that provide service to customers in Ontario, deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided as part of the training program for new associates and includes:

- The purposes 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 persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any assistive device that Makita may offer to persons with disabilities
- What to do if a person with a disability is having difficulty in accessing Makita's goods and services
- Makita's policies, practices and procedures relating to the customer service standard.

Associates that provide service in the province of Ontario will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Associates will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback process

The ultimate goal of Makita is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Makita provides goods and services to persons with disabilities can be made by formal feedback process, email, social media or in person. All feedback will be directed to the Manager, Corporate Administration. Customers can expect to hear back within 10 business days.

8. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of Makita that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.



AODA – Accessible Employment Policy:

The provision of accessible employment services for persons with disabilities.

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3. Recruitment, Assessment and Selection

Makita Canada Inc. will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Makita Canada Inc. will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Makita Canada Inc.'s policies and supports for accommodating people with disabilities.

4. Accessible Formats and Communication Supports for Employees

Makita Canada Inc. will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Makita Canada Inc. will provide or arrange for the provision of accessible formats and communication supports for the following:

- a. Information needed in order to perform his/her job; and
- b. Information that is generally available to all employees in the workplace.

Makita Canada Inc. will consult with the employee making the request to determine the best way to provide the accessible format or communication support.



5. Workplace Emergency Response Information

Where required, Makita Canada Inc. will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Makita Canada Inc. reviews general emergency response policies.

6. Documented Individual Accommodation Plans

Makita Canada Inc. will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 and will refer to the schedule set out in the IASR for specific compliance deadlines.

Makita Canada Inc. will also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will also:

- Include information regarding accessible formats and communication supports upon request;
- Where needed, include individualized workplace emergency response information; and
- Outline all other accommodation provided.



7. Performance Management and Career Development and Advancement

Makita Canada Inc. will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

8. Return to Work

Makita Canada Inc. will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps Makita Canada Inc. will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

9. Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

10. Review

This policy will be reviewed regularly to ensure that it is reflective of Makita Canada Inc.'s current practices as well as legislative requirements.



AODA – Multi-Year Accessibility Plan

Outlines the plan to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

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3. Plan

Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	
Current Barriers:	Complete website is not currently at WCAG 2.0		
Plan to Meet Requirements:	April 2020		
Potential Future Barriers:			
Responsible Authority:	Marketing Department		

4. Review

This policy will be reviewed regularly to ensure that it is reflective of Makita Canada Inc.'s current practices as well as legislative requirements.

This document was created on October 2019 and must be reviewed and updated by March 2020.



AODA – Training Policy:

Providing training for employees on IASR (Integrated Accessibility Standards Regulations [Ontario Regulation 191/11]) and the Ontario Human Rights Code as it pertains to individuals with disabilities.

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3. Training Requirements

Makita Canada Inc. will provide training for its employees and regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Makita Canada Inc.'s policies, and all other persons who provide goods, services or facilities on behalf of Makita Canada Inc..

Training will be provided as soon as is reasonably practicable. Training will be provided on an ongoing basis to new employees and as changes to Makita Canada Inc.'s accessibility policies occur.

4. Records

Makita Canada Inc. will maintain records on the training provided, when it was provided and the number of employees that were trained.

5. Review

This policy will be reviewed regularly to ensure that it is reflective of Makita Canada Inc.'s current practices as well as legislative requirements.



Questions about policies

These policies exist to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, please contact:

Manager - Corporate Administration (CorporateAdmin@makita.ca)

Makita Canada Inc.

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