



PERFORMANCE THROUGH PRECISION

KELK

SUBJECT: EMPLOYMENT
FILE NO: EMPL. S-96
TITLE: ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

As Vishay Precision Group Canada ULC (hereby KELK) serves a wide range of customers from all over the world, we are committed to ensure the safety and quality of our goods and services to our customers.

The purpose of this policy is to meet the requirements of Accessibility Standard for Customer Service in Ontario under the Accessibility of Ontarians with Disabilities Act (AODA), 2005, and it applies to the provisions of good and services to the public and other third parties.

Device Assistance

We are committed to serving people with disabilities who use assistive devices during their visit at KELK. We will ensure our staff are trained and familiar with various assisting devices that may be used by customers with disabilities while accessing our goods and services. Any devices that are unavailable on site, we will accommodate accordingly.

Communication

We will communicate with people with disabilities in ways that take into account their disability, dignity, independence, integration and equal opportunity.

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 our customers. Prior to touring the production facilities, customers need to provide us with notice and/or documentation that they require a guide dog/service animal. Safety precautions will be communicated to the customers prior to entering the production facilities.

Support persons

People with disabilities who are accompanied by support persons are allowed to have that person accompany them on our premises. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Notice of temporary disruption

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of KELK. In the event of any temporary disruptions to services that customer's with disabilities rely on to access or use KELK's services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible. We will inform the staff and customers as soon as we are aware of the unplanned circumstances.

The master, on-line version of this document, is controlled and maintained on the Company's network. All other copies, including electronic copies are uncontrolled and shall be used for reference only.



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Training

KELK will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an on-going basis when changes are made to these policies, practices and procedures. A record of the training will be kept including dates, name of attendees and number of attendees.

Training includes:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customers service standards
- VPG Canada's Accessibility standard and its relevance to our existing guidelines for customers visits
- 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 in accessing VPG Canada's good and services

Feedback Process

KELK offers the opportunity to provide feedback on the service provided to customers with disabilities. Feedback can also be made verbally (in person or by telephone) or written (fax, delivered, or email).

All feedback, including complaints, are recorded and documented and directed to Human Resources and Quality Assurance/Health & Safety department where applicable. Customers that provide formal feedback will receive acknowledgment of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Customers can expect to hear back from us in 5-10 business days.

Availability of Documents

All documents relating to the Customer Service Standard of the AODA will be made available upon request and in a format reasonably accommodating Disabilities. You may make a request in writing, by email or by telephone. Please address your request to kelkcorp@kelk.com or call 416-445-5850/ 1-888-ASK-KELK (275-5355).

A notice of this standard will be posted on our company policy bulletin boards in both buildings and on our website located in the Accessibility section in pdf format.

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