



Wesco Aircraft AODA Policy and Commitment

Statement of commitment

Wesco Aircraft is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

For a copy of Wesco's Accessibility Policy, please see **Appendix 1**. For a copy of Wesco's Customer Service Policy, please see **Appendix 2**. For a copy of Wesco's Web Accessibility, please see **Appendix 3**. For all inquiries, you can contact Wesco's Director of Human Resources Claudette Gillis Claudette.Gillis@wescoair.com, 661-775-3451 for an accessible format, if needed.

Multi-Year Accessibility Plan

Wesco Aircraft strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Wesco Aircraft is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Wesco Aircraft will play its role in making Ontario an accessible province for all Ontarians. Our complete Multi-Year Accessibility Plan can be found in **Appendix 4** and outlines the following four AODA standards;

1. Customer Service Standard
2. Information and Communication Standards
3. Employment Standards
4. Built Environment and Transportation

For more information on this accessibility plan, please contact Claudette Gillis at 661-775-3451, Claudette.Gillis@wescoair.com and/or visit our website at www.wescoair.com

Standard and accessible formats of this document are free on request from Claudette Gillis.



Appendix 1

Wesco's Accessibility Policy

Policy Statement

Wesco Aircraft is committed to providing our customers and employees with products, services and facilities that are accessible to all people.

Intent

At Wesco Aircraft we will:

- Treat our employees and customers fairly, with respect and with dignity;
- Treat our employees and customers with patience and understanding;
- Respect employee and customer privacy and handle confidential information in an appropriate way;
- Take responsibility and be accountable for the accuracy and quality of our work;
- Act with integrity at all times.

Policy

1. Wesco Aircraft will provide copies of our Accessibility Policy upon request, and will ensure that the format is accessible for the customer or employee.
2. Wesco Aircraft shall ensure that our products and services are accessible, and meet a consistently high standard of quality.
3. Wesco Aircraft shall ensure that all staff are able to work in an accessible environment.
4. Wesco Aircraft will ensure that employees and customers are provided with appropriate feedback mechanisms in a variety of manners, and have the ability to contact Wesco Aircraft regarding concerns. We take feedback seriously, and will work to address comments, suggestions, and concerns. Wesco Aircraft will acknowledge the receipt of feedback in an appropriate manner.
5. Wesco Aircraft will only collect and use employee and customer information in a lawful manner that protects the privacy of our customers, and is compliant with applicable legislation including the Privacy Act and PIPEDA.
6. Wesco Aircraft shall ensure that our facilities, products and services are accessible to persons with a disability. All customer service provided by Wesco Aircraft shall follow the ideals of dignity, independence, integration and equal opportunity.
7. Wesco Aircraft staff shall be provided with appropriate training to ensure the consistent delivery accessibility.



Appendix 2

Customer Service Policy

Wesco Aircraft is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the experiences we design for people. With this in mind, we are continuously taking steps to improve the overall accessibility of the Wesco Aircraft experience.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Wesco Aircraft wishes to make available our customer service policy:

OUR COMMITMENT

It is the policy of Wesco Aircraft that we are committed to providing accessibility and equitable customer service to each and every one of our diverse and valued customers. We strive to design and operate our company so that it is accessible to all persons with disabilities, and we are committed to providing services in a manner that respects the dignity and independence of persons with disabilities.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Service Animals

Persons with disabilities may enter any Wesco Aircraft 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. While visiting Wesco Aircraft, it is the responsibility of the person with a service animal to control the animal at all times.

In the event a Wesco Aircraft partner or customer is allergic to animals, alternative arrangements will be negotiated.

Support Persons

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

Wesco Aircraft may require a person with a disability to be accompanied by a support person while on Wesco Aircraft premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.



NOTICE OF TEMPORARY DISRUPTION

Wesco Aircraft 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, and its anticipated duration, and a description of alternative facilities or services, if available. We may not be able to give advance notice in case of an emergency disruption.

In order to make information accessible, the signs and printed notices should be clearly laid out. The signs and printed notices will be displayed prominently at the entrance to the Wesco Aircraft location and/or at the order area within the store.

TRAINING FOR PARTNERS

Wesco Aircraft will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided on a continuous basis to all newly hired partners of Wesco Aircraft as part of our onboarding process.

A record of training received by Wesco Aircraft partners will be kept by the partner resources department.

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 Wesco Aircraft policies and procedures pertaining to the provision of Wesco Aircraft 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 a Wesco Aircraft location;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person;

FEEDBACK PROCESS

Wesco Aircraft welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Wesco Aircraft will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. All customers can submit feedback or questions to our Director of Human Resources Claudette Gillis Claudette.Gillis@wescoair.com, 661-775-3451 for an accessible format, if needed.



MODIFICATIONS TO THIS OR OTHER POLICIES

Wesco Aircraft is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Wesco Aircraft 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.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/aoda.aspx

PDF of AODA Customer Service Policy

Web Accessibility Policy



Appendix 3

Web Accessibility policy

Wesco Aircraft is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the experiences we design for people – both in our onsite location and on the web.

With this in mind, we are continuously taking steps to improve www.wescoair.com and ensure it complies with the best practices and standards defined by the Web Content Accessibility Guidelines of the World Wide Web Consortium.

Our website is monitored and tested regularly by internal and third-party accessibility consultants. These people help us identify usability issues and discover new solutions to further improve the accessibility of our site.

Our Current Accessibility Features

- Alternative text detail for appropriate images and other non-text elements.
- Title attributes for additional information about links and indication of new browser windows.
- Structural markup to indicate headings and lists to aid in page comprehension.
- Association of forms with labels.
- Association of all data cells in a data table with their headers.
- JavaScript and style sheets to enhance the appearance and functionality of the site. If these technologies are not available, alternative content is provided where necessary to ensure a usable experience.

Further accessibility efforts are under way. As we continue to improve our website, we will reflect any changes here within our accessibility statement. That way you'll know about the progress we're making.