

Providing Goods and Services to People with Disabilities

Scapa Tapes North America (NA) ULC - a Mativ Brand - is committed to providing a respectful and inclusive environment to all individuals and customers, including people with disabilities.

Application

This policy statement applies to all Scapa Tapes employees and any third party acting on behalf of Scapa Tapes at its location in Renfrew, Ontario.

Statement

Scapa Tapes is committed to providing accessible customer service to people with disabilities and will make reasonable efforts to ensure this policy and related practices and procedures are consistent with the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA").

Communication

Scapa Tapes NA will communicate with people with disabilities in ways that take into account the individual's needs and circumstances. Scapa's employees will be trained on how to interact and communicate with people with various disabilities in a manner that respects the dignity and independence of each individual.

Assistive Devices

Where applicable, Scapa Tapes will ensure that its staff is trained and familiar with the various assistive devices located on site at the Scapa Tapes facility and which may be provided to customers with disabilities while accessing Scapa Tapes' goods or services. In the event that a person is hindered from accessing any goods or services, Scapa Tapes will make all reasonable efforts to accommodate the individual/s to the best of its ability.

Notice of Temporary Disruption

Scapa Tapes will make reasonable efforts to provide notice in the event of a disruption of services to people with disabilities. The notice will include information about the reason for the disruption, the anticipated duration and a description of alternative plans if applicable.

Service Animals

Scapa Tapes will make reasonable efforts to accommodate people with disabilities who are accompanied by a service animal on the unrestricted parts of its premises that are open to visitors.

Support Persons

Scapa Tapes will make reasonable efforts to accommodate people with disabilities with his/her support person. Where there are barriers to access by a support person, Scapa Tapes will seek to facilitate access to ensure the participation of people with disabilities.

Training

Scapa Tapes will provide training to employees who deal directly with customers and/or who create customer service plans.

Training will include:

- An overview of the AODA and the requirements of the customer service standard
- Scapa Tapes NA's plan related to providing customer service where appropriate
- 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 any equipment or devices available to assist with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulties accessing Scapa Tapes' goods or services

Feedback process

Customers, who wish to provide feedback on the way Scapa Tapes provides goods and services to people with disabilities, can send an email to renfrewhr@mativ.com. All feedback will be reviewed and responded to accordingly.