



Mizuno Canada Ltd's Accessibility Standard Under the Ontario Disability Act

While Mizuno Canada Ltd's head office and warehouse are not open to the general public, Mizuno Canada Ltd. (Mizuno) is committed to excellence in ensuring all visitors including people with disabilities have access to and are able to function within the facility. As such, the following procedures are included in Mizuno's Policy & Procedures Guideline:

1. Use of Guide Dogs, Service Animals and Support Persons

- a. We are committed to welcoming people with disabilities who are accompanied by a guide dog or other service animal on our premises. The individual is permitted to keep the animal with him or her. Service animals shall be under the care and control of the individual at all times.
- b. We are committed to welcoming people 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 our facility 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.

2. Notice of Temporary Disruption

Mizuno will provide visitors with notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. This notice will include the following information:

- The reason for the disruption
- Its anticipated duration, and
- A description of alternative facilities or services if available

The notice will be provided in the following way:

- Notice placed at public entrances and/or at reception areas on our premises

3. Accessibility Training

Mizuno will make best efforts to ensure that every person who deals with the public and those who are involved in the development and approval of HR policies, practices and procedures are trained on the provision of goods and services to persons with disabilities. The training will include, but is not limited to the following information:

- The purpose of the Accessibility for Ontarians with Disabilities Act,
- How to interact and communicate with persons 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 support person and,
- What to do if a person with disability is having difficulty accessing our facility or services

Training will be provided to each person according to his or her needs and duties and as soon as possible after he or she is assigned to the applicable duties. Training will be provided on an on-going basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the names of the individuals to whom it is provided will be kept.

4. Feedback Process

The ultimate goal of Mizuno Canada Ltd. is to meet and surpass visitor's expectations while servicing visitors with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Mizuno accepts feedback from the public in a variety of methods including:

- Phone - contact our President (905) 629-0500 ext. 229
- In Person
- Fax (905) 629-0505
- Email (jstacey@mizunocda.com)
- Website

All feedback will be reviewed and complaints will be investigated and follow up will be provided if requested.

5. Notice of Availability of Documents

Mizuno Canada Ltd. will provide the public with the documents relating to the Accessibility Standards upon request.

Mizuno Canada Ltd.

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