

KNK IS AWARE OF ITS RESPONSIBILITIES UNDER THE DISABILITIES DISCRIMINATION ACT AND HAS ADOPTED THE SOCIAL MODEL OF DISABILITY AND IS COMMITTED TO WORKING TOWARDS REMOVING OR ALTERING AS MANY BARRIERS AS POSSIBLE TO DISABLED PEOPLE WITH PARTICULAR EMPHASIS ON COMMUNICATION. BARRIERS CAN INCLUDE:



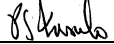

PREJUDICE AND STEREOTYPES

- INFLEXIBLE ORGANIZATIONAL PROCEDURES AND PRACTICES
- INACCESSIBLE INFORMATION
- INACCESSIBLE BUILDINGS;
- INACCESSIBLE TRANSPORT ; AND
- POOR COMMUNICATION

KNK IS TAKING A SOCIAL APPROACH TO DISABILITY BY IDENTIFYING AND REMOVING DISABLING BARRIERS WHICH ARE WITHIN OUR CONTROL SUCH AS MANAGEMENT PRACTICES, ADOPTING PREFERRED TERMINOLOGY, THE WAY WORK IS ORGANIZED AND IMPLEMENTED OR BUILDING DESIGN.

KNK WILL PROVIDE EMPLOYEES WITH APPROPRIATE LEVELS OF TRAINING TO ENSURE THAT THEY UNDERSTAND;

- THE IMPORTANCE OF USING THE CORRECT TERMINOLOGY WHEN TALKING TO OR ABOUT DISABLED PERSONS;
- THAT THE WAY LANGUAGE IS USED CAN BE DISEMPOWERING, HUMILIATING AND RUDE;
- THAT POSITIVE LANGUAGE EMPOWERS;
- THAT 'POLITICAL CORRECTNESS' CAN BE A BARRIER TO EFFECTIVE COMMUNICATION;
- THE IMPORTANCE OF AVOIDING GROUP DESIGNATIONS E.G. 'THE BLIND', THE 'DEAF';
- THE DIFFERENCE BETWEEN POSITIVE AND NEGATIVE PHRASES;
- THE IMPORTANCE OF RESPECT AND COURTESY WHEN COMMUNICATING;
- THE RULES FOR BEHAVING APPROPRIATELY – DISABILITY ETIQUETTE

	Signature	Date
Operations Director		1 May 2009
General Manager		1 May 2009
Quality/Environmental Mgr		1 May 2009
Supply Chain/Partnering Mgr		1 May 2009