

Customer Service Policy (Accessibility for Persons with Disabilities)

Purpose

Andrew Peller Limited is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. This includes people with any degree of physical disability, mental/developmental disability and/or learning disability. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Scope

This policy governs the provision of goods and services by all employees of Andrew Peller Limited; including all of its subsidiary locations ("Andrew Peller").

Providing goods and services to people with disabilities

Andrew Peller is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

(i) Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

(ii) Assistive Devices

We are committed to serving people with disabilities who use assistive devices; including; a technical aid, communication device, or medical aid; to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

(iii) Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person (i.e., another person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods or services). Any person with a disability who is accompanied by a support person will be allowed to enter Andrew Peller's premises 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.

Fees will not be charged for support persons who accompany a person with a disability to access services or events for which a customer fee is regularly charged. Customers will be informed of this by a notice that will be posted in Andrew Peller's premises.

(iv) Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal (i.e., an animal used by a person with a disability for reasons relating to his or her disability) on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

**Notice of
Temporary
Disruption**

Andrew Peller will provide customers 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 information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

Notice will be given by posting the information in a conspicuous place in the location affected.

**Training for
Staff**

Andrew Peller will ensure all persons to whom this policy applies and all those who are involved in the development and approvals of customer service policies, practices, and procedures receive training as required by the Accessibility Standards for Customer Service

This training will be provided to applicable new employees within their probationary period of employment, and on a continuing basis as required.

A record of training will be kept in the Human Resources Department.

Training will include:

- The purpose of the applicable accessibility legislation and the requirements of the customer service standard contained therein
- 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 support person or service animal
- What to do if a person with a disability is having difficulty in accessing Andrew Peller's goods and services

- Andrew Peller's policies, practices, and procedures relating to the customer service standard.
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**Feedback
Process**

The ultimate goal of Andrew Peller is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Andrew Peller provides goods and services to people with disabilities can be made by:

Telephone: 905-643-4131

Fax: 905-643-9799

Mail: 697 South Service Rd., Grimsby, ON, L3M 4E8

Email: accessibility@andrewpeller.com

or other reasonable method.

All feedback will be directed to the Director, Human Resources. Customers can expect a response within 10 business days.