



# Accessibility for Ontarians with Disabilities Customer Service Policy Statement

## **Our Commitment**

Supremex strives to provide our products and services in a manner that is accessible to all of our customers in Ontario, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers in Ontario.

## **Providing Goods and Services to People with Disabilities**

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

### **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.

### **Telephone Services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email or other means of communication if telephone communication is not suitable to their communication needs or is not available.

### **Assistive Devices**

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

### **Billing**

We are committed to providing accessible invoices to all of our customers in Ontario. For this reason, invoices will be provided in hard copy by mail upon request. E-mail format will otherwise be utilized.

We will answer any questions customers may have about the content of the invoice by telephone or email.

### **Use of Service Animals and Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public or other third parties in Ontario. We will also ensure that all staff and others dealing with our customers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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 Supremex's premises in Ontario 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 Supremex's premises.

### **Notice of Temporary Disruption**

Supremex will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services in Ontario usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at the main public entrance of our premises, or on a voice recording by phone, or by email, or by any other method that may be reasonable under the circumstances.

### **Training for Staff**

Supremex will provide training to all employees and others who deal with our customers or other third parties on their behalf in Ontario, and all those who are involved in the development and approvals of customer service policies, practices and procedures in Ontario.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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
- What to do if a person with a disability is having difficulty in accessing Supremex's goods and services
- Supremex's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## Feedback Process

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

Feedback regarding the way Supremex provides goods and services to people with disabilities can be made verbally (in person or by telephone) or written (hand written, delivered, website or email). Feedback forms are available upon request.

Customers who wish to provide feedback can do so to Customer Service, Sales, or Management.

- (416) 675-9370
- 400 Humberline Drive, Toronto, Ontario, M5V 5T3
- sales.central@supremex.com
- www.supremex.com

All feedback will be directed to a Sales or Sales Coordinator Manager in Central Region. Customers can expect to hear back within 10 business days.

## Availability and Format of Documents

Any Supremex documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability.

## Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Supremex within Ontario that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Human Resources at Supremex, Central Region.

- Human resources Manager, Central Region
- (416) 675-9370
- hr.central@supremex.com
- www.supremex.com