

Policy

	ACCOMODATION, ACCESSBILITY AND DISABILITY POLICY	January 2022
	<p>I. <u>Policy</u> Gentek Building Products Limited strives to provide our products and services in a manner that is accessible to all of our customers 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. Revisions to this policy will only be made after considering the impact on people with disabilities.</p> <p>II. <u>Communication</u> 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.</p> <p>III. <u>Telephone Services</u> We will provide 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 if telephone communication is not suitable to their communication needs or is not available.</p> <p>IV. <u>Assistive Devices</u> We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities.</p> <p>V. <u>Transaction Records and Bills</u> Invoices, company documents or other transaction records will be provided in the following formats upon request: hard copy, large print, e-mail, etc.</p> <p>VI. <u>Service Animals and Support Persons</u> People with disabilities who are accompanied by a service animal or support person on the parts of our premises that are open to the public and allowable by governing regulations. Where service animals are not clearly identified, a staff member will ask the owner to provide appropriate documentation. We will also ensure that all staff who deals with the public is properly trained in how to interact with people with disabilities who are accompanied by a service animal. Any person with a disability who is accompanied by a support person will be allowed to enter our 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. If confidential information needs to be shared, consent will be obtained from the customer, prior to any conversation.</p> <p>VII. <u>Notice of Temporary Disruption</u> We will provide notice in the event of a planned or unexpected disruption in the facilities or services 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 all public entrances.</p>	

VIII. Training for Staff

We will provide training to all employees who deal with customers, suppliers and all other third parties. All management staff will be trained on this policy and its practices and procedures.

Training will include the following:

- The purpose 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;
- How to use equipment or devices available on premises or otherwise that may help with the provision of goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing goods and services; and policies, practices and procedures relating to the customer service standard.

IX. Feedback and Inquiries

Feedback or inquiries regarding the way we provide goods and services to people with disabilities can be made in writing, in person, by e-mail, or telephone, address to:

The Vice President of Human Resources
Carole Matthewson
1001 Corporate Drive
Burlington ON L7L 5V5

Customers can expect a response within five to ten business days.