

## **Accessible Customer Service Plan Providing Goods and Services to People with Disabilities**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standard for Customer Service, Green Belting Industries Limited is dedicated to ensuring that our services are accessible and are provided in a manner that respects the dignity and independence of people with disabilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We understand that communication styles vary and that not all persons with the same disability use the same communication style. Green Belting Industries will make every effort to ensure that our employees take this into consideration and whenever possible ask our customers how best to communicate with them.

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

Green Belting Industries welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. There are no fees charged for any person entering Green Belting Industries' premises.

### **Assisted Devices**

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.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Green Belting Industries Limited** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the entrance door of Green Belting Industries Limited, 381 Ambassador Drive, Mississauga, ON L5T 2J3.

### **Employee Training**

Green Belting Industries Limited will provide training to employees and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- All Managers
- Customer Service/Inside Sales Representatives
- Outside Sales Team
- Technical Staff who deal with outside parties

Staff will be trained on Accessible Customer Service within five days after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Green Belting Industries' plan related to 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 Green Belting Industries' goods and services

Staff will also be trained when changes are made to our Accessible Customer Service Plan.

### **Feedback process**

Customers who wish to provide feedback regarding how Green Belting Industries provides goods and services to people with disabilities can provide feedback in a variety of ways including:

- via our website: [www.greenbelting.com](http://www.greenbelting.com), click on the **Accessibility** tab on the bottom of the home page, then click on the **Contact Us** icon on the left of the page
- by e-mail ([custserv@greenbelting.com](mailto:custserv@greenbelting.com));
- by mail to Green Belting Industries, 381 Ambassador Dr., Mississauga, ON L5T 2J3;
- by telephone 905-564-6712, extension: 5164

All feedback, including complaints, will be reviewed and appropriately responded to either in writing, by email or by telephone acknowledging receipt of the feedback and outlining steps to resolve issues, if any. Customers can expect to hear back in two business days.

### **Notice of availability**

Green Belting Industries will notify the public that our policies are available upon request by posting them on our website and posting a notice in the front entrance of our facility.

### **Modifications to this or other policies**

Any policy of Green Belting Industries that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.