

Protec Accessibility Customer Service Plan/Policy

Providing Goods and Services to People with Disabilities.

(Updated April 3, 2018)

Protec is committed to excellence in serving all customers, including people with disabilities. Protec adheres to the principles of dignity, independence, integration, and equal opportunity in the provision of our goods and services to persons with disabilities.

Assistive devices: Customers with assistive devices will be welcomed onto Protec's premises that are open to the public. If a customer is unable to use his/her assistive device on our premises, we will ensure that an alternate means for obtaining our goods and services is provided.

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

Service animals: We welcome people with disabilities and their service animals. Service animals are allowed onto those parts of our premises that are open to the public, unless otherwise excluded by law. In the event a service animal is excluded by law, we will ensure that an alternate means for obtaining our goods and services is provided.

Support persons: A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises that are open to the public.

Notice of temporary disruption: In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Protec will notify customers promptly by placing a notice in a conspicuous place on our premises. This notification will include the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any.

Training for staff: Protec will provide training to staff who deal with the public or other third parties on their behalf or who are involved in developing policies regarding the provision of our goods and services.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Protec Accessible Customer Service Plan/Policy
- 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 equipment or devices on our premises may help with the provision of our goods and services to a person with a disability
- What to do if a person with a disability is having difficulty in accessing our goods and services

Applicable staff will also be trained as soon as practical when changes are made to our policies regarding accessibility. Protec will keep a record of who was trained, on what, and the applicable dates.

Feedback process: Customers who wish to provide feedback on the way we provide our goods and services to people with disabilities can do so verbally or in writing. All feedback should be directed to the Operations Manager or Human Resources at: Protec Finishing Ltd., 1820 Bonhill Road, Mississauga, Ontario, Canada L5T 1C4, or by telephone at (905) 564-5338.

Feedback that is a complaint should be addressed according to Protec's regular complaint management procedures. Please contact either the Operations Manager or Human Resources verbally, or in writing at: Protec Finishing Ltd., 1820 Bonhill Road, Mississauga, Ontario, Canada L5T 1C4 or by telephone at (905) 564-5338 for further details.

Availability of Documents: Upon request, Protec will provide members of the public with a copy of this policy and any other documents required by the Accessibility for Ontarians with Disabilities Act, 2005. The documents will be provided in a manner that considers the requesting individual's disabilities, if applicable.

Notice of the availability of this policy and the above-noted feedback process will be posted on our website and in the Reception areas of our premises that are open to the public.

Modifications to this or other policies: Any of Protec's policies that do not respect and promote the dignity and independence of people with disabilities will be modified to do so.