Customer Service Policy

Policy Statement

E Craftsmen Corporation ("**Company**") is committed to the objectives of the *Accessibility for Ontarians with Disabilities Act, 2005* ("**AODA**") and the *Ontario Human Rights Code*.

The Company will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

The Company is committed to excellence in servicing all customers including people with disabilities. The Company has formulated this customer service policy to comply with the requirements under the AODA.

Customer Service

(a) Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train employees and volunteers who communicate with customers on how to interact and communicate with people with various disabilities.

(b) Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train employees and volunteers 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, in person or with the assistance of a support person, if telephone communication is not suitable to their communication needs or is not available.

(c) 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 employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will allow all customers to use their assistive devices while receiving service from Company. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

(d) 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 and other third parties. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional.

We are committed to welcoming people with disabilities who are accompanied by a 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.

(e) Notice of Temporary Disruption

The Company will provide customers with notice in the event of a planned or unexpected disruption to 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 on our premises.

(f) Training

The Company will provide training to all employees and volunteers as per below.

The training will include:

- An overview of the AODA
- The requirements under the Customer Service Standard
- An overview of the Human Rights Code
- How to interact with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device
- How to interact with people who use the assistance of a service animal
- How to interact with people who use a support person
- How to use any equipment or devices available at the workplace to assist with providing goods or services to persons with disabilities
- What to do if a person with a disability is having difficulty accessing our organization's goods or services

New employees will be trained within a timeframe which is dependent upon the position they are hired for, and retrained in the event that changes are made to the plan.

(g) Feedback

The Company welcomes feedback about the manner in which it provides goods, services or facilities to persons with disabilities in person, by telephone, in writing, or by e-mail.

In Person: 73 Schaefer St. Waterloo, ON N2L 4C4
By email: info@ecraftsmen.com

You can expect to hear back from us within in 10 business days.

The Company will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request. . The Company will cooperate with the person in finding a communication method that works with his or her restrictions.

Company is committed to addressing requests for accessible formats or communication supports in a timely manner that takes into account the person's accessibility needs due to disability.

When the Company receives a request for accessible formats and/or communication support, the Company, in consultation with the person making the request, will provide appropriate and timely communication supports/accessible formats.

Questions about this Policy

The policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy or if the purpose of the policy is not understood, please contact: Kathy Hastie 519 884 2210 x221

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