



ALUMINUM ASSOCIATES ACCESSIBLE CUSTOMER SERVICE POLICY

Providing Goods and Services to People with Disabilities

Aluminum Associates, a division of Homeway Company Limited, is committed to excellence in serving all customers, including those with disabilities. The goal of the Accessible Customer Service Policy is to explain how we will provide service in a way that is accessible to customers with all types of disabilities. In particular we will address the following:

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are permitted in all parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person is welcome to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities [credit card/interact services, washroom or temporary closure of facility], Aluminum Associates will notify customers promptly by posting a notice at all public entrances of our facility. 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.

Assistive 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.

Training for staff

Aluminum Associates will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be incorporated into the initial orientation for each new employee of Aluminum Associates.

Individuals in the following positions will be trained in Accessible Customer Service Standards:

Sales Representatives
Department Managers
Administrative Staff

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Aluminum Associates Accessible Customer Service 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
- What to do if a person with a disability is having difficulty in accessing our Company's goods and services

Staff will also be trained when changes are made to the Accessible Customer Service Policy.

Feedback process

A copy of our Accessible Customer Service Policy can be found on our web site at www.aluminumassociates.com, or can be attained from any Sales Representative (in regular or large print).

Customers who wish to provide feedback on the way Aluminum Associates provides goods and services to people with disabilities can communicate this to our General Manager in the following ways:

Telephone 519-453-6400 ext. 204, Fax 519-453-6438, or email ian@aluminumassociates.com

As an alternative, the customer can speak to any of our Customer Service Representatives and they will communicate the feedback to the General Manager on the customer's behalf.

If a customer requests a response, they can expect to hear back from the General Manager within 10 business days.

Modifications to this or other policies

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