

ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities

Scotty's Refrigeration Inc. is committed to excellence in serving our customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and/or services.

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 allowed on the parts of our premises that are open to the public.

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 in areas 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. Scotty's Refrigeration Inc. 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.

This notice will be placed at all entrances to the building and at the communication centre.

Training for Staff

Scotty's Refrigeration Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Senior Management, Accounts Executives, Sales Associates, Office Administration, Purchasing, Foremen, Journeyman, Apprentices and Labourers.

The training will be provided to all new hires prior to commencement of their employment and yearly thereafter. All employees whether existing or new will receive the training on a yearly basis and/or whenever changes are made to the Accessible Customer Service Plan.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
 - Scotty's Refrigeration Inc. Accessible Customer Service Plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact and communicate with people with disabilities who use an assistive device or require the assistance of a service or guide animal and/or a support person.
- How to use any equipment available on-site or otherwise that may help with providing goods and/or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the goods and services provided by Scotty's Refrigeration Inc.

Feedback Process


Customers who wish to provide feedback on the way Scotty's Refrigeration Inc. provides goods and/or services to people with disabilities can provide the feedback by:

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| I. | E-mail: | david.gamble@scottysinc.ca
info@scottysinc.ca |
| II. | Verbally: | In-Person: 171 Hachborn Rd
Brantford, ON N3S 7W7
Phone: (519)720-0800 |
| III. | In Writing: | By Mail: 171 Hachborn Rd
Brantford, ON N3S 7W7
Fax: (519)720-0809 |

All feedback will be directed to the General Manager and the Health & Safety Coordinator. Customers can expect to hear back within seven days. Complaints will be addressed according to our organizations regular complaint management procedures.

Modifications to this or Other Policies

Any Policy of Scotty's Refrigeration Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.


 David Andrew Gamble General Manager

14.05.14
Date