

METALCRAFT MARINE INC.  
Policy Manual

<b>Title: Accessible Customer Service Policy</b>	Control Number: HR-09
<b>Revision: 0</b>	Effective Date: September 25 2013

**Purpose:**

MetalCraft Marine is committed to excellence in serving all customers including people with disabilities.

**Policy:**

Assistive Devices

We will ensure that all of our staff are trained and familiar with the various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods and 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 our premises.

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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, MetalCraft Marine 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 to the appropriate shop or office building.

Training

MetalCraft Marine will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided 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: Managers, Supervisors, Project Managers, Marina Staff, Sales Staff and Support Staff.

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This training will be provided to appropriate staff within the first three months of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- MetalCraft Marine's 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 support person
- How to use the resources available to them that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty accessing MetalCraft Marine's goods and services.

Feedback Process

Customers who wish to provide feedback on the way MetalCraft Marine provides goods and services to people with disabilities can contact our Head Office by:

Phone: 1-800-410-8464

Email: [hr@metalcraftmarine.com](mailto:hr@metalcraftmarine.com),

Fax: 613-542-6515 or

In person at 349 Wellington St, Kingston ON .

All feedback, including complaints, will be directed to our Human Resources Manager. Customers can expect to hear back in 10 business days.

Notice of Availability

MetalCraft Marine will notify the public that our policies are available upon request by posting them on our website.

Modification of this or other policies

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