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#### APPLIES TO

All full time, part time and casual (includes co-op students, contracts) Team Members.

#### DEPARTMENT/POSITION RESPONSIBILITIES

Bend All Automotive Inc. (BAA) is committed to excellence in serving all customers, including people with disabilities.

#### Communication:

We will communicate with people with disabilities in ways that take into account their disability i.e., those who are hearing impaired and not accompanied by a sign language interpreter will be provided with pen and paper to communicate.

#### Assistive Devices:

We will ensure that our Team Members are trained and familiar with various assistive devices we have on site or that may be used by customers with disabilities while accessing our goods.

#### Service Animals:

We welcome people with disabilities and their service animals. Service animals are allowed in the office areas of our Manufacturing Plants.

#### 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, Bend All will notify customers promptly.

#### Training:

Bend All will provide training to all Team Members, both salary and hourly. All full-time Team Members, as well as co-op and contract members, will receive training during new hire orientation training.

Prepared by Human Resources

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005, any related Human Rights Code standards, and the requirements of the customer service standard
- Bend All's plan related to the customer service standard
- 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 Bend All's goods

Team Members will also be trained when changes are made to Bend All's accessible customer service plan.

Feedback Process:

Customers who wish to provide feedback on the way Bend All provides goods to people with disabilities should contact the Human Resources Manager

All feedback will be responded to in writing in the amount of time deemed suitable based on the specific concern.

Notice of Availability:

Bend All will notify the public that our policies are available upon request.

Modifications to This of Other Policies:

Any policy of Bend All's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.