	<b>AODA CUSTOMER SERVICE POLICY</b>		
	Doc. No: Q3 6119	Released: April, 2021 Rev: 000	Revision Date: N/A – Previously included in Handbook
	Approved By: HR Manager & GM	Approval #: PCN12341	Page 1 of 3

## **AODA CUSTOMER SERVICE POLICY**

### **SCOPE**

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

### **CUSTOMER SERVICE POLICY**

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 communication preferences and their disability (ex. those who are d/Deaf or hard of hearing and not accompanied by a sign language interpreter will be provided with pen and paper to communicate should they request it). We will make all attempts to communicate in the way that is the most appropriate to our customer and take into account their request for accommodation.


### **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. Service animals are also permitted on the plant floor with 48 hours' notice in order for production to make arrangements, clear a visitor tour route, inform affected persons of the potential presence of an animal in their work space, and make other reasonable preparations.

### **SUPPORT PERSONS**

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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, at all levels. All full-time Team Members, as well as co-op, HR team members, and contract members, will receive training during new hire orientation training.

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
- Bend All's AODA policies, including the Integrated Standard Policy which outlines the standards of employment, information and communication, transportation, and design of public spaces
- Understanding the Ontario Human Rights Code and how it relates to people with 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
- Inform customers and team members when accessible services are temporarily unavailable due to repair or maintenance. Notices of service disruptions will be placed in visible and accessible locations.
- What to do if a person with a disability is having difficulty in accessing Bend All's services, facilities, and/or goods.

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

Records of this training will be kept on the HRIS and in the team member's electronic file. This record will include the date when training was delivered and if delivered in a group setting, will include the group training sign off.

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## FEEDBACK PROCESS

Customers who wish to provide feedback on the way Bend All provides goods to people with disabilities should contact Human Resources, or use the feedback email provided on our publically available website.

All feedback will be responded to in writing in the amount of time deemed suitable based on the specific concern. BAA will take action as appropriate to resolve and/or address the complaint, and will do so in the most appropriate manner to the situation (phone, email, in-person.)

## NOTICE OF AVAILABILITY

Bend All will notify the public that our policies are available in different accessible formats 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.

### Revision History

Rev Level	Change Description	PCN	Date
000	Creation of document	12341	April 15, 2021