

# SUPERIOR GLOVE WORKS LTD.

## POLICY & PROCEDURES

### ACCESSIBLE CUSTOMER SERVICE PLAN

Effective Date: January 1, 2012

Superior Glove Works Ltd. is committed to excellence in serving all customers including people with disabilities.

**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 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 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.

**Notice of temporary disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Superior Glove Works Ltd. 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 36 Vimy St. Acton, Ontario location.

**Training of staff:**

Superior Glove Works Ltd. will provide training to employees and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained, Customer service representatives, Sales associates, agents and managers.

The training will be provided to staff during their regular training period.

Training will include:

- 1) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 2) Superior Glove Works Ltd.'s accessible customer service plan.
- 3) How to interact and communicate with people with various types of disabilities.
- 4) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- 5) What to do if a person with a disability is having difficulty in accessing Superior Glove Works Ltd.'s goods or services.

Staff will also be trained when changes are made to our accessible customer service plan.

**Feedback process:**

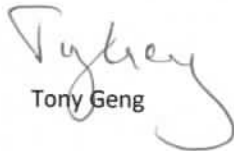
Customers who wish to provide feedback on the way Superior Glove Works Ltd. provides goods and services to people with disabilities can speak directly with, e-mail, and / or write the Office Manager. Customers can expect to hear back in 7 working days. Complaints will be processed according to our organizations complaint management procedures.

**Modifications to this or other policies:**

Any policy of Superior Glove Works Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Adopted

December 21, 2011

  
Tony Geng