



## SUPERIOR GLOVE WORKS LTD. | POLICY & PROCEDURES

### ACCESSIBLE CUSTOMER SERVICE PLAN

**Effective Date:** January 1, 2012.

**Recently revised:** November 30, 2015.

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 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 are accessible to those with disabilities.

**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. The notice will be readily accessible, and 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 posted on our company website, and/or our social media platforms.





**Training of staff:**

Superior Glove Works Ltd. will provide training to employees who deal with the public or other third parties on their behalf. Training will be provided (but not be limited) to: all sales staff, office staff, team leaders, and managers.

**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 accessing Superior Glove Works Ltd.'s goods or services.

Staff will be re-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 e-mail, write to, and/or speak directly with one of our Customer Service representatives either on the phone or via email, at [customerservice@superiorglove.com](mailto:customerservice@superiorglove.com). Customers can expect to hear back within seven working days.

Complaints will be processed according to our organization's 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

