



ELECTROZAD SUPPLY COMPANY LIMITED

2900 JEFFERSON BLVD. P.O. BOX 3340 WINDSOR, ON N8N 2M4

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Accessible Customer Service Plan

Our mission

Our quest is to be the leader in the electrical distribution industry, providing the highest standard of quality products, service and support.

The dedication and commitment of all employees at "The House that Service Built" will ensure we exceed our customer's needs and expectations, to earn their business.

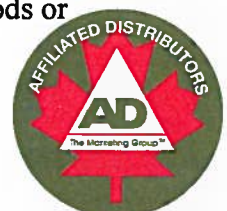
Electrozad will strive at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Electrozaad is also committed to ensuring that customers with disabilities receive accessible goods and services with the same quality and timeliness as others do.

Training for staff

Electrozad will provide training on customer service to all employees who provide goods and services and to those who are involved in the development and approvals of customer service policies, practices and procedures. New staff and staff who commence new duties that involve interaction with the public or other third parties will undertake training as part of their orientation, if they haven't already done so.

Electrozad will provide staff with training that includes:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on the provider's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing Electrozaad's goods and services; and
- Electrozaad's policies, practices and procedures relating to the provision of goods or services to persons with disabilities.



Staff will be trained, as appropriate, on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Electrozad will ensure that organizations providing services on behalf of ElectroZad will undertake training in accessible customer service, as outlined above if they haven't already done so.

Assistive devices

Electrozad is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

Electrozad will ensure that all customer service staff are aware how to use assistive devices available in their various locations for customers, and inform customers of the assistive devices that are available.

Use of service animals and support persons

Persons with disabilities may bring their service animal on the parts of our premises that are open to the public or other third parties. ElectroZad will ensure that all staff, volunteers and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter our premises and have access to those areas that are open to the public or other third parties with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

In the rare event that ElectroZad will be charging a fee for a corporate sponsored event, no charges will be applicable for the support person attending together with a person with a disability. This information will be included on all public information issued pertaining to the specific event.

Communication

Electrozad will communicate with persons with disabilities in ways that take into account their disability. This means staff will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting ElectroZad's goods, services and facilities.

Feedback process

The ultimate goal of this policy is to meet service delivery expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Our corporate website, www.electrozad.com will contain a section where such comments can be issued. If this method is not suitable, customers may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve our services.

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly at a higher level. Customers can expect an acknowledgement via email regarding the submission of their complaint within fifteen business days of the receipt of the complaint. If for any reason this deadline cannot be met, an interim acknowledgement via email will be sent to the customer. The acknowledgement will indicate when the matter will be addressed and when the customer will be notified, and management will follow up with any required action within the timeframe noted in the acknowledgement. Feedback/response will endeavour to be in a format that is accessible to the complainant.

Notice of temporary disruptions

In the unlikely event of any temporary disruption or closure, planned or otherwise, to the goods and services offered by ElectroZad, we will provide customers with notice. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any).

The notice will be placed at all public entrances and service counters on our premises. If this format is not accessible, then alternative formats will be made available upon request.

Modifications to this or other policies

Electrozad is committed to ensuring that our customer service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any ElectroZad operational policy affecting customer service that does not respect and promote the dignity, independence, integration and equal opportunity of persons with disabilities will be modified or revoked.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, if the purpose of this policy is not understood, or to receive a copy of this policy, please contact:

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