
WAINFLEET BOX & PALLET

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ISO 9001:2008

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Wainfleet Box and Pallet 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. No fee will be charged.

Notice of temporary disruption:

In the event of a planned or unexpected disruption to services or facilities such as out of stock or temporarily closed, Wainfleet Box and Pallet will notify customers. This clearly posted notice will include information about the reason for the disruption and its anticipated length of time. The notice will be posted at the front receiving door.

Training for Staff:

Wainfleet Box and Pallet will provide training to employees and others who deal with the public or other third parties on their behalf. The office manager, owners, general foreman, shipper/receiver, yard forklift operator and delivery person will be trained within 60 days of being hired.

Training will include:

- 1) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 2) Wainfleet Box and Pallet's plan related to the customer service standard.
- 3) How to interact and communicate with people with various types of disabilities.
- 4) How to interact with people who use an assistive device or require the assistance of a service animal or a support person.
- 5) How to help people with assistive devices to access our goods and services.
- 6) What to do if a person with a disability is having difficulty in accessing Wainfleet Box and Pallet's goods and services.
- 7) Staff will be kept abreast of changes made to our plan.

Feedback process:

Customers who wish to provide feedback on the way Wainfleet Box and Pallet provides goods and services to people with disabilities can phone, e-mail, write or come in person to our office. All feedback should be directed to Dan or Paul D'Amico and a reply can be expected within one week. Complaints will be addressed according to our regular complaint procedures.

Modifications to this or other policies:

Any policy of Wainfleet Box and Pallet that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Paul D'Amico
1 January 2012