

Accessibility for Ontarians With Disabilities Act 2005

Customer Service Policy Statement

1. Our Mission

The mission of Pollard Windows Inc. is to provide goods and services to all customers who have an interest in our windows and doors.

2. Our Commitment

In fulfilling our mission, Pollard Windows strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allow each person to benefit from the same services in the same place and in a similar way as customers who do not have disabilities.

3. Providing Goods and Services to People with Disabilities

Pollard Windows Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

- We will communicate with people who have disabilities in ways that take into account their specific disability.
- We will train employees who communicate with customers on how to interact and communicate with people who have various types of disabilities.

3.2 Telephone Services

- We are committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the phone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with customers by telephone, relay services, email, fax, regular mail or courier. Whichever method is the most suitable for the individual that we are interacting with, will be the method that we will use.

3.3 Website / Feedback Communication

- We will post a copy of our policy on our website and provide a link that will allow people to provide feedback to us. The feedback will be received and filtered to the appropriate individual based on the content of the feedback.
- We will post our brochures in PDF format on our website to enable all customers to increase the size of the information to suit their needs.

3.4 Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing and inquiring about our goods and services.
- We will also ensure that our employees know how to use devices available on our premises.

4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the premises. We will also ensure that all employees are trained on how to interact with people with disabilities who are accompanied by a service animal. (ie: do not engage the animal)

We are committed to welcoming people with disabilities who are accompanied by a 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 at Pollard Windows Inc.

5. Notice of Temporary Disruption

Pollard Windows Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services. This information will be available on our corporate website and posted on the desk at our Display Centres.

6. Training for Employees at Pollard Windows Inc.

Pollard Windows Inc. will provide training to anyone who interacts with customers. Individuals who require this training are: Sales Representatives, Customer Service Representatives, Inside Sales Representatives, Reception, Service Technicians and Service Helpers, Customer Pick up, Delivery Drivers, all Managers/Supervisors who have reports in these positions.

All employees will be trained on how to interact with customers with disabilities. All new hires will receive their training along with their orientation during their first week of employment at Pollard Windows Inc.

Training will include the following:

- The purpose of the AODA 2005 and the requirements of the customer service standard. Employees will learn about our policies, practices, and procedures relating to the customer service standard.
- How to interact and communicate with people who have various types of disabilities.
- How to interact with people who have disabilities that use assistive devices or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty accessing Pollard Windows Inc. information, goods or services.
- How the feedback process works.

7. Feedback Process

The ultimate goal of Pollard Windows Inc. is to meet customer expectations while serving customers with disabilities. Comments and feedback on our services regarding how well those expectations are being met are welcomed.

Feedback regarding the way Pollard Windows Inc. provides goods and services to people with disabilities can be made by visiting our website and following the customer service standards policy link, via mail, via telephone or verbally. All feedback will be directed to the appropriate manager according to the comments that are received. This includes the Display Centre Manager, Canadian Sales Manager or Production Manager. Customers can expect to hear back within 5 business days.

Complaints will be addressed according to the complaint categories already established in our company's complaint management procedures.

8. Modification to this Policy

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact of people with disabilities.