



CORPORATE POLICY:

AODA – Customer Service Standard

Subject: Customer Service Accessibility Practices and Procedures Statement

INTENT

The Company (Wainbee/Filtramax/Vacuforce) has adopted the following practices and procedures in the pursuit of allowing customers with disabilities to benefit from the same services, in the same place and in a similar way to other customers. The Company will make every reasonable effort to ensure that all customer service provided is consistent with the principles of dignity, independence, integration and equal opportunity.

All employees must follow these practices and procedures.

Service Animals

- Do not distract or disrupt any service animal by touching, petting or talking to the animal.
- Do not separate the customer and their service animal.

Assistive Devices

- Do not refuse to work with the device and make worksite accommodations, whenever reasonably possible, to ease the use of any assistive device.
- Offer assistance or an alternative (wherever possible) if the customer is having trouble with their device.
- Ask before touching or moving any assistive device.
- Ensure environment is clear and free of obstacles.

Support Person

- Direct all customer service to the customer, not the support person.
- Treat all parties with respect and dignity.
- Do not separate the customer from their support person without the consent of the customer.
- Obtain permission from the customer before discussing confidential information in the presence of the support person.

Feedback Process

- Use Customer Feedback Forms available on the website.
- Explain methods available (in person, by telephone, by email). Accommodate the feedback process to meet individual customer's needs.
- Assist with the feedback process. If feedback is provided in person or by telephone, simply take the information, do not respond, argue or disagree.
- Inform customers that they will receive acknowledgement of their feedback, along with any resulting actions based on their concerns or complaints.

Notice of Disruption in Service

- Post notices at the point of disruptions, at main entrances and on website.
- Notify customers who have scheduled appointments or those that are looking to make appointments.