



**ACCESSIBILITY STANDARDS FOR
CUSTOMER SERVICE
Policies, Practices and Procedures**
SOP-0486
Rev. 1, March 19, 2013

Reviewed by: Safety Officer
Approved: HR Manager

1. Background

This document fulfills the requirement of developing policies, practices and procedures found in the Accessibility Standards for Customer Service.

The legislation containing this standard is known as the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)

2. Policy Statement

Welded Tube of Canada is committed to excellence in serving all customers/guests including people with disabilities.

Welded Tube of Canada will ensure that its goods and services will be accessible to people with disabilities.

Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.

Provision of goods and services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

3. Providing Goods and Services to People with Disabilities

3.01 Communication

Communication with people with disabilities will be conducted in a manner that takes into consideration the nature of their disability and, to ensure that this communication is both responsive and effective. All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities. Welded Tube will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly.

3.02 Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Welded Tube will ensure that Customer Service staff is trained and familiar with various assistive devices that may be used by customers/guests with disabilities while accessing our premises.

4. Use of Support Persons and Service Animals

4.01 Support persons

Persons with disabilities are welcome as are their accompanying support persons. Persons with disabilities and their accompanying support persons are permitted in office areas and most manufacturing/warehousing areas.



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Where there are barriers to access or attendance by a support person, Welded Tube will seek to facilitate access to ensure the participation of persons with disabilities.

4.02 Service animals

Persons with disabilities are welcome as are their accompanying service animals. Persons with disabilities and their accompanying service animals are permitted in office areas. Service animals may be restricted from Manufacturing/Warehousing operations due to the hazardous nature of steel manufacturing and warehousing. If a service animal is excluded, Welded Tube will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from Welded Tube's services, where possible.

Welded Tube will train employees how to interact with customers/guests who are accompanied by service animals.

5. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers/guests with disabilities, Welded Tube will give notice of the disruption to the customers/guests. Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Notice will be given in a manner that is reasonable in the circumstances to ensure that the notice reaches those persons potentially affected by the temporary disruption.

6. Training for Staff

Welded Tube will provide training to employees directly involved with customers/guests to all facilities.

Staff to be included in this training:

Sales Staff	Accounting Staff
Customer Service Representatives	Supervisors
Order Expeditors	Managers
Receptionists	Senior Managers
Quality Assurance Staff	

Training shall be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

Newly-hired staff will also receive training during their first week of work.

Training will include the following:

- An overview of the AODA.
- The requirements of the Customer Service Standards.
- Welded Tube's Policies, Practices & Procedures related to the implementation of the Customer Service Standards.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Changes that may periodically be made to this policy.
- What to do if a person with a particular type of disability is having difficulty accessing the Welded Tube's goods or services.

7. Feedback Process

7.01 Receiving Feedback

Customers/guests who wish to provide feedback concerning the effectiveness of Welded Tube's Plan, Procedures and Practices for providing goods and services to people with disabilities are encouraged to contact the Human Resources Department.

This feedback may be expedited via e-mail, verbally, or through other means appropriate for the individual.

7.02 Responding to Feedback

Complaints concerning the Accessibility Program at Welded Tube will be addressed promptly through our organization's regular complaint management process.

8. Notice of Availability of Documents

This policy and corresponding practices and procedures will be made available to any person upon request. Welded Tube shall post notice of the availability of these documents in a conspicuous place at the office and on Welded Tube's website.

9. Format of Documents

Upon request, documents shall be provided in a format that takes into account the disability of the person submitting the request.



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10. Modifications to the Policy and Related Policies

Policies of Welded Tube of Canada that are inconsistent with the intent of the Accessibility Standards for Customer Service will be reviewed and modified promptly.

Policies of Welded Tube of Canada that do not respect and promote the dignity and independence of people with disabilities will be reviewed and modified promptly.

11. Enquiries

Any enquiries related to this Policy and any feedback should be directed to our AODA Compliance Officer.

Phone: (905)669-1111

Fax: (905)738-4070

Toll-free: 1-800-565-8823

Email: sales@weldedtube.com