



## Accessible Customer Service Plan/Policy Statement

**Taymor Industries Ltd.** is committed to excellence in serving all customers including people with disabilities.

We welcome people with disabilities. And in doing so we will make all efforts to make our goods and services available while ensuring that we;

- Respect the dignity and independence of people with disabilities
- Communicate with people with disabilities in a manner that takes his or her disability into account;
- Welcome and take into account people using assistive devices, service animals and/or support persons.

**Taymor** will provide training to all associates who deal with the public on our behalf. Individuals in the following positions will be trained:

- Customer Service/Admin Associates, Sales Associates, Merchandisers, Product Service and Warehouse associates

### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Taymor's** plan related to the customer service standard.
- 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
- What to do if a person with a disability is having difficulty in accessing **Taymor's** goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Customers who wish to provide feedback on the way **Taymor** provides goods and services to people with disabilities may do so by email [customerservicetor@taymor.com](mailto:customerservicetor@taymor.com), or phone **1-800-387-7064**. Or in person at 6460 Kennedy Rd., Unit A, Mississauga, Ont.

All feedback, including complaints, will be **forwarded to the Ontario Branch Manager**.

Customers can expect to hear back in **3 days**.

**Modifications to this or other policies:** Any policy of **Taymor Industries Ltd.** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.