

HUMAN RESOURCES POLICY

Policy #:	HRA7	Effective Date:	January 2013
Subject:	Customer Service Policy Providing Services to Persons with Disabilities	Supersedes:	January 2012

1.0 POLICY

CCL Industries Inc. ("CCL") is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

2.0 SCOPE

This policy and CCL's companion policy on Integrated Accessibility Standards are applicable specifically to CCL's facilities in Ontario, which are governed by the AODA and the Regulation. The policies are intended to assist in meeting the accessibility needs of persons with disabilities.

3.0 PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES

CCL is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

- a. Communication
We will communicate with persons with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- b. Telephone services
We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail or fax if telephone communication is not suitable to their communication needs or is not available.
- c. Assistive devices
We are committed to serving persons with disabilities who use assistive devices to obtain or benefit from our goods and services. We will ensure that all fulltime staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our facility.

d. Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail or fax. We will answer any questions customers may have about the content of the invoice in person, by telephone, by fax or e-mail.

4.0 USE OF SERVICE ANIMALS AND SUPPORT PERSONS

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter CCL's premises with his or her 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 on our premises.

5.0 NOTICE OF TEMPORARY DISRUPTION

CCL will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services, if available.

The notice will be placed in the main reception on our premises.

6.0 TRAINING FOR STAFF

CCL will provide training to all fulltime employees who deal with the public or other third parties on their behalf.

The training will be included as part of all fulltime new hire's orientation. The training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with person 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 CCL's facility.
- CCL's policies, practices and procedures relating to the customer service standard.

7.0 FEEDBACK PROCESS

The ultimate goal of CCL is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way CCL provides services to persons with disabilities can be made verbally or in writing, submitted in person, via fax or e-mail. All feedback will be directed to the General Manager, CCL. Customers can expect to hear back from CCL regarding their feedback within five to fifteen business days.

8.0 MODIFICATIONS TO THIS POLICY

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

Any policy of CCL that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Any questions related to this document should be directed to the Human Resources department.