

DIELCO INDUSTRIAL CONTRACTORS LTD.

ACCESSIBLE CUSTOMER SERVICE POLICY

DATE

Dielco Industrial Contractors is committed to excellence in serving all customers including people with disabilities that respect the dignity and independence of persons with disabilities.

Dielco Industrial Contractors will provide training to workers, volunteers and others who deal with the public or other third parties on our behalf. Individuals in the following positions may be trained – management, office staff, site superintendents, site supervisors and others as deemed necessary by management. Training will include all elements as listed in Ont. Reg. 429/07.

Dielco Industrial Contractors welcomes all assistive devices, service animals, support persons that all persons with disabilities may require. Every accommodation –within the requirements of the Occupational Health and Safety Act and Ont. Reg. 213/91 -will be made if the person with disabilities requires access to a construction project.

A copy of this policy will be posted on office/ administrative premises and all active construction projects.

People with disabilities who wish to provide feedback on the way Dielco Industrial Contractors provides goods and services to people with disabilities can provide a written or verbal report to the president of Dielco Industrial Contractors who will provide a written response within 21 days.

In the event of a planned or unexpected disruption to services or facilities for people with disabilities Dielco Industrial Contractors will clearly post a notice at the entrance containing information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services if available.

Any policy of Dielco Industrial Contractors that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Any person may request a copy of the Dielco Industrial Contractors policy, plan and training program.

Printed: _____ Signed: _____

Date: _____