



AODA Customer Service Standard Policy

Our Commitment

Fabris Inc. strives to provide our products and services in a manner that is accessible to all of our customers, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefits of the same services, in the same place and in a similar way to all customers.

Providing Goods and Services to People with Disabilities

Fabris Inc. is committed to excellence in servicing all customers including people with disabilities and we carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train Team Members who communicate with customers on how to interact and communicate with people with various disabilities.

Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train Team Members 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 email, in person or with the assistance of a support person, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our Team Members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will allow all customers to use their assistive devices while receiving service from Fabris Inc.

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 or email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or by email.

Use of Service Animals and Support Persons

We are committed to welcoming people 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 Team Members, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people 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 Fabris Inc.'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.

Fabris Inc. does not normally host events. However, if there is an event in which fees will be charged, Fabris Inc. may charge a support person nominal fees to cover any event related expenses. Customers will be informed of this by a notice that will be included in any event collateral distributed.

Notice of Temporary Disruption

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

The notice will be placed at all public entrances on our premises.

Training for Team Members

Fabris Inc. will provide training to all Team Members, volunteers and others who deal with the public or other third parties on their behalf and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purpose 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 people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use any assistive devices at Fabris Inc.
- What to do if a person with a disability is having difficulty in accessing Fabris Inc.'s goods and services
- Fabris Inc. policies, practices and procedures relating to the customer service standard

All Team Members will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Team Members will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of Fabris Inc. is to meet and surpass customer expectations while servicing customers with disabilities. Comments regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way Fabris Inc. provides goods and services to people with disabilities can be made by completing the Customer Service Feedback form which can be provided by email, a hard copy or verbally, upon request. All feedback will be directed to the Accessibility Coordinator. Customers can expect to hear back within 7 days of receipt.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedure.

Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Fabris Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this Policy

The policy exists to achieve service excellence to customers with disabilities. Copies of Fabris Inc.'s Customer Service Standards Policies, Procedures and Practices are available upon request, in writing, by email or verbally. If anyone has a question about the policy or if the purpose of the policy is not understood, an explanation should be provided by or referred to the Accessibility Coordinator of Fabris Inc. which can be reached in person, by telephone at 905.643.4111 or by email at hr@fabris.com.