

GERRIE ELECTRIC WHOLESALE LIMITED
COMPANY POLICIES

REV DATE: January 1, 2012

SUBJECT: Accessibility Standards for Customer Service

DESCRIPTION: Policy is intended to meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Purpose

The purpose of this policy is to outline the Accessible Customer Service Plan for people with disabilities.

Assistive Devices

The Company will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to our services or facilities for customers with disabilities, Gerrie Electric will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services if available.

This notice will be placed on doors entering the buildings as well as on our website.

Training for staff

Gerrie Electric will provide training to employees.

- Training will be provided to staff during their initial orientation and when changes are made to our accessible customer service plan.
- Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - Gerrie's Accessible Customer Service Plan.
 - How to interact and communicate with people with various types of disabilities.

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- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

Feedback process

Customers who wish to provide feedback on the way Gerrie provides goods and services to people with disabilities can verbally discuss their concerns or send an email directly to hr@gerrie.com. All feedback will be directed to the HR Manager, and the feedback, if required will be addressed within 3 days.

Modifications to this or other policies

Any policy of Gerrie that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed.

Notice of availability of documents

A copy of this service plan shall be made available to persons with a disability upon request.