

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

SPI Plastics Inc. is committed to excellence in serving all customers including people with disabilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. If we are not providing a service in a manner that accounts for a specific disability, we will make sure we ask the customer what we can do to provide our services in the manner they require. We currently communicate with customers by phone, email, fax & direct face-to-face contact.

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.

- Fees will not be charged for support persons

We will notify customers of this through a notice posted on our premises and online at our website – www.spiplastics.com

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at our facility, 165 Stoneman Drive, Shallow Lake, Ontario, SPI Plastics Inc. 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.

The notice will be placed at SPI Plastics Inc., 165 Stoneman Drive, R.R. #2, Shallow Lake, Ontario, N0H 2K0.

Training

SPI Industries Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

General Manager, Customer Service Manager, Sales Manager, Accounts Payable/Accounts Receivable Manager, Design Manager & Installation Managers.

This training will be provided to staff within 1 month of hiring for all positions indicated above.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- SPI Industries Inc.'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 SPI Industries Inc.'s goods and services

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

Feedback process

Customers who wish to provide feedback on the way SPI Plastics Inc. provides goods and services to people with disabilities can email us at spi@spiplastics.com

All feedback, including complaints, will be handled by Danielle Gamache-Free, General Manager.

Customers can expect to hear back in 7 days.

Notice of availability

SPI Plastics Inc. will notify the public that our policies are available upon request by posting them on your website at www.spiplastics.com

Modifications to this or other policies

Any policy of SPI Plastics Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.