



## Accessible Customer Service Plan

### Providing Goods and Services to People with Disabilities

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

#### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide 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 in 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 him on our premises.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, MAPEI will notify customers by the mean of a posted notice. This 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 posted at the door of our premises.


#### **Training**

MAPEI will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

In case a new employee needs to be trained, this training will be provided within three (3) weeks after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- MAPEI'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

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- How to use the buzzer at the front door, where is located the stretcher and how to use it, ramps, meeting room on first floor, handicapped restroom, how to help a deaf or blind person
  - What to do if a person with a disability is having difficulty in accessing MAPEI's goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way MAPEI Inc. provides goods and services to people with disabilities can go on our website or send an email at [can.accessibility@mapei.com](mailto:can.accessibility@mapei.com).

All feedback, including complaints, will be directed to the Unit Manager or the Human Resources Director who will listen to the concerns and take the appropriate actions.

Customers can expect an answer within fifteen (15) working days.

### **Modifications to this or other policies**

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

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