

## ACCESSIBLE CUSTOMER SERVICE PLAN

JANUARY 2012

Emmerson Lumber Limited is committed to excellence in serving all customers including people with disabilities. We will ensure that our staff are trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing our goods and services. We will communicate with people with disabilities in way that take into account their disability.

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. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. There will be no charges on anytime for this. We will notify customers of this through a notice posted on our premises and on our website.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Emmerson Lumber Limited 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 and services if available.

Emmerson Lumber Limited will provide training to employees and others who deal with the public or other third parties on their behalf. All staff at Emmerson Lumber Limited will receive this training. The training will be provided to existing staff as part of the annual training schedule and will be supplied to new staff within a month of their hiring. Training will include 1) an overview of the Accessibility for Ontarians with Disability Act, 2005 and the requirements of the customer service standard 2) Emmerson Lumber Limited's plan related to the customer service standard 3) how to interact and communicate with people with various types of disabilities 4) how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person 5) how to access ramps available that may assist people with disabilities to access our premises and 6) what to do if person with a disability is having difficulty in accessing Emmerson Lumber Limited's facilities. Additional training will be supplied to staff if changes are made to this plan.

Customers who wish to provide feedback on the way that Emmerson Lumber Limited provide goods and services to people with disabilities can do so by e-mailing to [information@emmersonlumber.com](mailto:information@emmersonlumber.com) or written or verbal submissions at our facilities located at 63 Maple Avenue, Haliburton, Ontario. All feedback will be directed to Cleve Roberts Operations Manager. Customers can expect to hear back within 5 working days. Complaints will be addressed according to our organization's regular complaint management procedures.

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

Kim Emmerson

President – Emmerson Lumber Limited