



VENSHORE MECHANICAL LTD.

Industrial Contractors & Pipe Fabricators
1019 Northern Avenue
Thunder Bay, ON
P7C 5L6
(807)623-6414 FAX (807)623-5357
Email: office@venshore.com

Ontario Accessibility Customer Service Policy Statement

1. Purpose

This policy sets out customer service standards of Venshore Mechanical Ltd. (the “Company”) in providing goods and services to people with disabilities in Ontario.

2. Commitment

The Company strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. It is committed to giving people with disabilities the same opportunity to access the Company’s goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing Goods and Services to People with Disabilities

The Company will communicate with people with disabilities in ways that take into account their disability. It will train its team members who communicate with customers on how to interact and communicate with people with various types of disabilities.

4. Use of Service Animals and Support Persons

The Company is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of the Company’s premises that are open to its customers or to other applicable third parties. The Company will ensure that its team members dealing with such customers and third parties are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The Company is also 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 the Company’s premises (that are open to customers and applicable third parties) with his or her support person without payment of any fees. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his

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or her support person while on the Company's premises.

5. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Company 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 the affected location or site.

6. Training for Staff

The Company will provide training to employees who may reasonably be expected to deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Receptionists at main office
- Project staff who may reasonably be expected to interact with the public or third parties at site offices
- This training will be provided to staff within six months from their date of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Company'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 who use an assistive device or require the assistance of a service animal or support person
- How to use the equipment aiding accessibility available on-site or otherwise how to assist providing goods or services to people with disabilities when such equipment is not available
- What to do if a person with a disability is having difficulty in accessing the Company's

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goods and services

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

7. Feedback process

Customers who wish to provide feedback on the way the Company provides goods and services to people with disabilities can contact us as follows:

- E-mail- office@venshore.com
- Regular Mail- Venshore Mechanical Ltd.
1019 Northern Avenue
Thunder Bay, ON P7C 5L6
- Telephone- 807-623-6414

Feedback will be directed to the Human Resources department. Customers can expect to hear back within 20 working days.

8. Modifications to this Policy

The Company is 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.

Policies, if any, of the Company that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this Policy

If anyone has questions regarding this policy, or if the purpose of this policy is not understood please direct inquiries to the Human Resources department.