

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

E. M. Precise Tool Ltd. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have onsite 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 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, E. M. Precise Tool Ltd. 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

www.emprecise.com/accessibility .

Training

E. M. Precise Tool Ltd. will provide training to managers, employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

All staff who have direct contact with our customers will be trained, including managers, customer service representatives, outside sales representatives, purchasing staff, administrative staff, shipping and receiving staff, delivery drivers, tool repair staff.

Group training will be provided to all staff currently employed, by August 30, 2014. New employees will be trained individually or in groups, as applicable, by the three month mark of their employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- E. M. Precise Tool Ltd.'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
- How to use any assistive devices that may be available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing E. M. Precise Tool Ltd.'s goods and services.
- Staff will also be trained/notified when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way E. M. Precise Tool Ltd. provides goods and services to people with disabilities, may access the link on www.emprecise.com/accessibility.pdf , may send an email to info@emprecise.com with the subject line “Accessibility Feedback”, or may provide verbal feedback to the Inside Sales Manager, in person or by phone at (905) 664-2644.

All feedback, including complaints, will be reviewed by trained staff member, investigated as to nature of complaint and parties involved, gather further information and respond to complaint.

Customers can expect to hear back in 14 days.

Modification to this or other policies

Any policy of E. M. Precise Tool Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.