

Providing Goods and Services to People with Disabilities

Chemque, Inc. is committed to excellence in serving all customers including people with disabilities. We will make reasonable efforts to ensure that policies, practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity.

Assistive Devices

We allow assistive devices on our premises that may be used by people with disabilities.

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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Chemque, 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 the front reception area, as well as a location near the area being disrupted.

Training

Chemque, Inc. will provide accessible customer service training to employees, volunteers and others who deal with the public or 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:

- Customer Service Representatives
- Sales Representatives
- Office Manager
- Engineers
- Purchasers
- Health and Safety

Staff will be trained on Accessible Customer Service within the first 2 weeks of employment.

Accessible Customer Service Plan

Training will include:

- An overview of the Accessibility for **Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard.
- Chemque, 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 Chemque, Inc.'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 Chemque, Inc. provides goods and services to people with disabilities can provide feedback in the following ways:

By phone:

(416) 679-5676

Toll free: 1 (800) 268-6111

Please ask for the Office Manager

By mail:

Chemque, Inc.

ATT: Office Manager

266 Humberline Drive

Etobicoke, On

M9W 5X1

All feedback, including complaints, will be forwarded to the Office Manager and/or the Health and Safety Coordinator depending on the nature of the feedback.

Customers can expect to hear back within 2 days upon receipt of feedback.

Customers may request a copy of this plan, as well as all documents related to this Accessible Customer Service Plan. Chemque Inc. will make reasonable efforts to provide this information in a format that takes a person's disability into account.

Notice of availability:

Chemque, Inc. will notify the public that our documents related to Accessible Customer Service are available upon request by posting a notice on our website under the 'Contact Us- Request for information' tab.

Modifications to this or other policies:

Any policy of Chemque, Inc. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.