

# Customer Service Accessibility Policy

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## Purpose

This Policy affirms Ply Gem Canada's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and in a way that respects their dignity, independence, and rights of equal opportunity and access.

## Our Commitment

Ply Gem Canada is committed to identifying, removing and preventing barriers to accessibility for persons with disabilities. We comply with applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation.

We will ensure that:

- Goods, services, employment and programs are provided in a manner that respects the dignity and independence of persons with disabilities
- Information and communication is provided in accessible formats where requested
- Accessibility is integrated into our regular workplace processes, thereby providing equal access and opportunity across all stages of the employment lifecycle for colleagues with disabilities

Further to these commitments, Ply Gem Canada's Multi-Year Accessibility Plan outlines the Company's phased-in strategy for identifying, removing and preventing barriers to accessibility.

- The Plan is posted on our website ([www.mittenbp.ca](http://www.mittenbp.ca) and [www.plygem.ca](http://www.plygem.ca)) and will be provided in alternate formats upon request
- The Plan will be reviewed and updated at least once every five years

## Definitions

*Accessible Formats* – means formats that are an alternative to standard print and are accessible to persons with disabilities. Accessible formats may include, but are not limited to, large print, braille, recorded audio and electronic formats.

*Accommodation* – means an arrangement made with, or assistance provided to, persons with disabilities, to ensure their equal access to Ply Gem Canada's goods, services, employment and programs. Accommodation will vary depending on the person's unique needs.

*Barrier* – means anything that prevents a person with a disability from accessing Ply Gem Canada’s goods, services, employment or programs, including physical, attitudinal and technological barriers, and inadequate information or communication.

*Communication* - means the interaction between two or more persons where information is provided, sent or received.

*Communication Supports* – means supports that facilitate effective communication, and may include plain language formats, sign language and captioning.

*Disability* – means any degree of physical, mental, emotional, developmental or learning impairment, and includes temporary and permanent disabilities, visible and invisible disabilities (e.g. visual, hearing or mental impairment, or learning or developmental disabilities).

*Information* – means data, facts and knowledge that exists in any format, including text, audio, digital or images.

*Mobility Aid* - means a device used to facilitate the transport, in a seated posture, of a person with a disability.

*Mobility Assistive Device* – means a cane, walker or similar aid.

## **Providing Goods and Services to People with Disabilities**

Ply Gem Canada is committed to excellence in serving all customers including people with disabilities.

### Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### Telephone Services

- We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with customers by, e-mail or mail if telephone communication is not suitable to their communication needs or is not available.

### Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

## Emergency Response Plans

Ply Gem Canada provides workplace emergency response information to all associates. An alternative emergency preparedness plan will be completed, and updated as required, for each associate with a disability for whom the Company is aware an individualized plan is necessary.

## Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. Where service animals are not clearly identified, a staff member will ask the owner to provide appropriate documentation. We will also ensure that all staff who deals with the public is properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Unless there is a genuine safety concern, support persons shall be allowed to accompany the customer at all times. If confidential information needs to be shared, consent will be obtained from the customer, prior to any conversation.

## Notice of Temporary Disruption

Ply Gem Canada will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

## Training for Staff

Ply Gem Canada will ensure training is provided to all associates, volunteers and those who provide services on the Company's behalf on the standards set by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.

Training will be:

- Appropriate to the duties of the person undergoing training
- Provided before or as soon as possible after the person commences job duties and whenever Ply Gem Canada alters its policies or practices regarding accessibility.

## **Feedback Process**

Feedback from our customers provides Ply Gem Canada with opportunities to learn and improve. Ply Gem Canada recognizes the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services and accommodation practices.

To assist Ply Gem Canada in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, all customers or visitors are invited to provide feedback as follows:

In writing, in person, e-mail, or telephone, addressed to:

Mitten Building Products, Ply Gem Canada  
Human Resources Department  
5A-225 Henry Street, Brantford, ON N3S 7R4  
Phone: (519) 805-4766  
Fax: 866-290-0889  
Website: [www.mittenbp.com](http://www.mittenbp.com) or [www.plygem.ca](http://www.plygem.ca)