

Accessible Customer Service Policy

Cornerstone Building Brands – Canadian Business Unit

Our Commitment

Cornerstone Building Brands is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing Goods and Services to People with Disabilities

Cornerstone Building Brands is committed to excellence in serving all customers including people with disabilities and we will out our functions and responsibilities in the following areas:

a) Communication

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

b) 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.

c) Accessible Website and Web Content

- We are committed to ensuring employees and customers receive web information in accessible formats, providing them with equal and appropriate access to information they need.

d) 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.

e) Billing

- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc.
- We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

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 always accompany the customer. If confidential information needs to be shared, consent will be obtained from the customer, prior to any conversation.

Notice of Temporary Disruption

Cornerstone Building Brands 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

Cornerstone Building Brands will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided within 2 weeks after staff commences their duties and on an annual basis.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 the Company's goods and services
- The Company's policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

Feedback from our customers provides Cornerstone Building Brands with opportunities to learn and improve. We recognize the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist Cornerstone Building Brands in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

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

Human Resources
225 Henry Street, Building 5A
Brantford, ON N3S 7R4
Phone: (519) 805-4701
Toll Free: 1-800-265-0774
Email: Human.Resources@cornerstone-bb.com

Modifications to This or Other Policies

We are 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.

Any policy of Cornerstone Building Brands that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Policy Name	Accessible Customer Service Policy
Policy Effective Date	February 2011
Last Revision Date	November 2022
Policy Owner	Human Resources
Policy Number	CAN-001