	POLICY MANUAL	
	Effective: Sept. 20/16	Approved By: Executive
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TOPIC: Accessible Customer Service - Ontario		

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

PFB Corporation is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistance devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability and we will work with the person with a disability to determine what method of communication works for them.


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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

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.

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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.

Training

PFB Corporation will provide accessible customer service training to all employees, as well as others who deal with the public or other third parties on our behalf in Ontario. 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.

Staff will be trained on Accessible Customer Service within one month of hire.

Training will include:


- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the Customer Service Standard
- PFB Corporation'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 the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include: none at present.
- What to do if a person with a disability is having difficulty in accessing PFB Corporation's goods and services

Staff will also be trained when changes are made to our Accessible Customer Service Plan.

Feedback process

PFB Corporation welcomes feedback on how we provide accessible customer service. Customers who wish to provide feedback on the way PFB Corporation provides goods and services to people with disabilities can provide feedback in the following way(s):

Contact: humanresources@pfbcorp.com or Telephone 403-569-4329

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All feedback, including complaints, will be investigated and the customer can expect to hear back within 10 days.

PFB Corporation will make sure that our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability

PFB Corporation will notify the public that our documents related to Accessible Customer Service, are available upon request by posting a notice in the lobby of the following location(s):

- Ajax Plant, 40 Mills Road, Ajax, ON L1S 2H1
- Kitchener Plant, 1214 Union St. Kitchener, ON N2H 6K4

PFB Corporation will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Modifications to this or other policies

Any policy, practice or procedure of PFB Corporation – Ontario locations - that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

RELATED DOCUMENTS

Accessibility Policy - Ontario