



# Alps Welding Limited

400 NEW HUNTINGTON RD., VAUGHAN, ONT. L4H 0R4 TEL: (905) 850-2780 FAX: (416) 969-8290

Accessible Customer Service Policy.

## 1. Introduction

Alps Welding Ltd will provide access to products and services to individuals with disabilities in Ontario.

## 2. General

The Company will make reasonable efforts to ensure that individuals with disabilities have the same opportunity to access products and services which the Company provides in a similar way as other members of the public, and treat individuals with disabilities with independence, dignity, integration and equal opportunity.

## 3. Assistive Devices

An individual may use their own assistive devices to access the Company's premises or its products and services, except where this may reasonably pose a security risk or a risk to the health or safety of the individual or others.

An assistive device is any device that is designed, designed or adapted to help an individual with a disability to perform actions, tasks and activities. In situations where the use of an assistive device could reasonably pose a security risk or a risk to the health or safety of the individual or others, the Company may make other reasonable measures available to assist the individual with a disability in accessing the premises. It is the responsibility of the individual with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

## 4. Support Persons

An individual with a disability who is accompanied by a support person will be permitted to enter the Company's premises that are open to the public or other third parties with his or her support person. At no time will an individual with a disability, who is accompanied by a support person, be prevented from having access to his or her support person while on the Company's premises. The Company may require a person with a disability to be accompanied by a support person when on the Company's premises, but only if a support person is necessary to protect the security, health or safety of the person with a disability or the security, health or safety of others on the premises.

## 5. Service Animals

An individual with a disability who is accompanied by a service animal will generally be permitted to enter premises owned by the Company with the service animal and keep the animal with him or her. In the rare occurrence that a service animal's access may be excluded by law, the Company will make reasonable efforts to arrange alternative ways for the individual to use the Company's products and services.

## 6. Communication

We will communicate with people with disabilities in ways that takes into account their disability.

## 7. Training

The Company will provide Accessibility Standards Training to all staff who communicate with customers.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005

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.

Staff will also be trained when changes are made to our accessible customer service plan.

Custom Metal Fabricators:  
Stainless Steel Alloys, Carbon Steel, Aluminum  
Custom Cutting Services  
Industrial Installation and Repairs

Certified by:  
TSSA, ASME ("U")