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## **Accessible Customer Service Policy** *made under Ontario Regulation 191/11*

### **Purpose**

At DEL Metals (the “**Company**”), we are committed to providing exceptional customer service to all of our customers in addition to ensuring that our workspace is accessible to all customers and employees. Making services accessible to persons with disabilities is an important part of this commitment to superior customer service.

We strive to provide our 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 services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

This Policy establishes our commitment to accessible customer service under the *Accessibility for Ontarians with Disabilities Act, 2005* and the customer service standard requirements under Ontario Regulation 191/11, The Integrated Accessibility Standards Regulations (the “**IASR**”). This policy outlines our strategy for preventing and removing barriers for persons with disabilities and to meet our requirements under the IASR.

The Accessibility Policy will be publicly available, including in an accessible format upon request. The Accessibility Policy will be reviewed and updated, if applicable, at least once every five years.

### **Application**

This Accessibility Policy (the “**Policy**”) applies to all of our employees and managers, and to any third parties (e.g., contractors) who we may arrange to provide our goods and services on our behalf. This policy applies to the extent that members of the public interact with our representatives directly and are able to directly access our services, products, and premises.

### **Communication**

The Company is committed to making company information and communications accessible to persons with disabilities. When communicating with people with disabilities, we will do so in ways that take into account their disability. Accordingly, we will train any staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

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## **Assistive devices**

People with disabilities are welcome to use their own personal assistive devices (e.g., white cane, wheelchair, hearing and visual aids) in order to access or use our facilities and obtain our services, to the extent that those facilities and services are made available and accessible to the general public. We will train our staff to become familiar with various assistive devices that may be used by customers with disabilities while accessing our services. We will also ensure that staff know how to use assistive devices that are available for customers on our premises.

## **Service animals and support persons**

People with disabilities who are accompanied by a service animal are welcome on all parts of our premises that are open to the public and other third parties. Customers may keep the animal with him/her unless excluded by law, in which case, we will consider alternative measures to access our services. Our staff and others dealing with the public on our behalf will be trained on how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter our facilities with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, the Company will post a notice about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at or near the affected facility or service and/or through other means (e.g., website) where necessary.

## **Training for staff**

The Company is committed to providing training on the requirements of the accessibility standards referred to in the *IASR* and on the *Human Rights Code*, as it pertains to persons with disabilities. We will provide training to all Company employees, all persons who are involved in the development and approval of Company policies, and all other persons who provide goods, services or facilities on behalf of the Company. This training will be provided shortly after staff commence their duties and/or upon changes to this Policy, practices and procedures.

Training will include the following:

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- 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;
  - How to use various assistive devices available on our premises, if any;
  - What to do if a person with a disability is having difficulty in accessing our facilities and services;

### **Feedback process**

We welcome any feedback on our the services we provide and the accessibility of our facilities from people with disabilities. The Company will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner. Please send your comments to the following:

Privacy Officer

7653 Bramalea Road, Brampton, Ontario, L6T 5V3

Phone: 905-595-1444 x104

Fax: 905-595-1450

Email: [privacy@delmetals.com](mailto:privacy@delmetals.com)

We will consider your comments carefully. Customers can expect to hear back within a reasonable period of time.

**Note:** Copies of documents required under the *Accessibility for Ontarians with Disabilities Act, 2005* are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.