

E Craftsmen Corporation is committed to providing the same level of service to all customers including individuals with disabilities. However, we regret to inform the general public that our building is currently not wheelchair accessible.

Please visit our website, www.ecraftsmen.com, for any updates or changes to this portion of our policy.

Alternatively, arrangements can be made for us to visit you. Please contact customer service at 519-884-2210 or email info@ecraftsmen.com to discuss meeting arrangements.

Furthermore, E Craftsmen Corporation does provide the following services to persons with disabilities:

Assistive Devices

E Craftsmen Corporation will ensure our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

E Craftsmen Corporation will make every effort to communicate with people with disabilities in ways that take into account their disability.

Service Animals

E Craftsmen Corporation welcomes individuals with disabilities and their service animals. Service animals are permitted the same access to areas that are open to the general public.

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. In instances where subjects of a secure or confidential matter are being discussed, the support person is subject to the same security and confidentiality requirements as the customer. There is no fee associated with this service.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services outlined in this policy, E Craftsmen Corporation will make every effort to notify customers promptly. Please visit www.ecraftsmen.com for information pertaining to the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for Staff

E Craftsmen Corporation will provide training to employees who deal with the public. Individuals in the following positions will be trained:

- Management
- Sales & Customer Service Representatives
- Quality Representatives
- Engineering Staff
- Cell Leaders

Training will include:

- An Overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- E Craftsmen 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 support person.
- What to do if a person with a disability is having difficulty in accessing E Craftsmen Corporation's goods and services.

Staff retraining will also take place when changes are made to the plan.

Feedback

Customers who wish to provide feedback on the way E Craftsmen Corporation provides goods and services to people with disabilities can contact customer service at 519-884-2210. Alternatively, customers may email info@ecraftsmen.com.

All feedback will be directed to E Craftsmen Corporation's customer service representative. Customers can expect to hear back within 5 business days of the initial submission. Complaints will be addressed according to our organizations regular complaint management procedures.

To Obtain a Copy of this Policy

E Craftsmen Corporation's Accessibility statement is available in print, fax, mail, or email. Please contact customer service to receive a copy. Alternatively, this policy is available for download on our company website. Please visit www.ecraftsmen.com and select the download link located under the "Resources" Tab.