



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Policy

CGC Inc is committed to excellence in serving all customers including people with disabilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability and respects their dignity and independence.

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.

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. We will notify customers of this by posting a notice in the following locations: CGCINC.com website, all Ontario locations of operations.

Training

CGC Inc will provide accessible customer service training to employees and others who deal with the public or other third parties on our behalf. 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.

Individuals in the following positions will be trained: Customer Service Reps, Customer Service Accounting, Credit, Sales, and the Management staff of those departments, Plant Managers, Logistics Staff and Shipping and Receiving departments in Ontario. Staff will be trained on Accessible Customer Service within 30 days after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- CGC Inc'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



- What to do if a person with a disability is having difficulty in accessing CGC's goods and services
- Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way CGC Inc provides goods and services to people with disabilities can provide feedback in the following way(s):

- Email via the CGC Inc website via a link in the Accessibility policy (webmaster@cgcinc.com)
- Email via the CGC Inc 'Contact us' section (webmaster@cgcinc.com)
- Phone call to 1-800-565-6607
- Mail addressed to:
CGC Inc,
350 Burnhamthorpe Road West, 5th Floor,
Mississauga, Ontario L5B 3J1

All feedback, including complaints, will be handled in the following manner: it will be forwarded to appropriate business department for resolution. Customers can expect to hear back in 3-5 days.

Notice of availability

CGC Inc will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s): All Ontario locations of business.