

Accessibility Customer Service Plan

Alfa International is a manufacturing company that produces precision-machined products for third party customers for assembly. Our products are delivered to the customer's location. Products are not bought and sold on-site. Generally, customer service is handled via phone and email.

Providing Goods and Services to People with Disabilities

Alfa International is committed to excellence in servicing all customers including those with disabilities.

Assistive Devices

Alfa does not currently have assistive devices on the premises. Should Alfa acquire any assistive devices for people with disabilities for the purpose of accessing our products, we will ensure that staff members who have contact with our customers are trained and familiar with those devices.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will be respectful and considerate of individuals' disabilities in our conduct and communication.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed in the main office and front office areas. A disabled person who is accompanied by a service animal must be accompanied by an Alfa employee at all times for the health and safety of all parties.

We will notify visiting customers with disabilities of this policy in person, upon arrival.

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. A disabled person who is accompanied by a support person must both be accompanied by an Alfa employee at all times for the health and safety of all parties.

We will notify visiting customers with disabilities of this policy in person, upon arrival.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption in the accessibility of our facilities to persons with disabilities, a member of Alfa's office staff and/or management team will notify visiting customers who are disabled. The disabled customer will be informed about the reason for the disruption, the anticipated duration of the disruption as well as any alternative facilities/services that may be available.

Customers who are disabled will be notified in person/via phone/via email prior to their arrival to our facility or in person upon arrival, depending on when the disruption occurs.

Training

Human Resources will provide accessible customer service training to employees who deal with Alfa's customers. Training will also be provided to people involved in policy and procedure development related to the provision of our products.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Alfa International's Accessible Customer Service Plan
- 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
- How to use the equipment or devices available on-site, should we acquire any, that may help with providing our products to people with disabilities.

Feedback Process

Customers who wish to provide feedback on the way Alfa International provides products and service to people with disabilities can provide feedback via website, email, phone or in person. This contact information is readily available on Alfa's website.

All feedback will be reviewed by top management who will determine the necessary action(s) to be taken. Customers can expect to hear back promptly.

Notice of Availability

Alfa International will notify our customers and the public that our documents related to accessible customer service are available upon request by posting a notice on our company website.

Modifications to this or other policies

Any policy, practice or procedure of Alfa International that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.