

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Herman's Building Centres is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that we may have on site or that we may provide that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service Animals

We welcome people with disabilities and their service animals. Service animals are welcome 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 is welcome to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Herman's Building Centres will notify customers promptly. This clearly posted notice will include information of alternative facilities or services, if available.

Services/Facilities include: Store Hours

The notice will be made publicly available at the following locations:

- Posted on the front door of at all store locations.

Training

Herman's Building Centres will provide accessible customer service training to employees, volunteers 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:

- General Store Managers
- IAM's (Inside Account Managers)

Staff will be trained on Accessible Customer Service within 7 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.
- Herman's Building Centre's plan related to the customer service standard.
- 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 the equipment or devices that may be available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
Assisting all customers courteously and with respect.
- What to do if a person with a disability is having difficulty in accessing Herman's Building Centres 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 Herman's Building Centres provides goods and services to people with disabilities can provide feedback in the following way:

Contact the HR Manager by phone or letter.

All feedback, including complaints, will be handled in the following manner:

The HR Manager will work with the customer or the Director of HR to resolve the complaint.

Customers can expect to hear back in 2 business days.

Notice of Availability

Herman's Building Centres will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location:

-Website

Modifications to this or other policies

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

We will review this annually by February month end.