



**Accessible Customer Service Plan**

**Providing Goods and Services to People with Disabilities:**

Shred-Tech Corporation is committed to excellence in serving all customers, including people with disabilities.

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

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

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.

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 the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Shred-Tech Corporation will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Shred-Tech Corporation will provide training to all employees. This training will be provided to new employees within the first month of hire.

Training will include:

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

Employees will also be notified/retrained when changes are made to the plan.

Feedback on the way Shred-Tech Corporation provides goods and services to people with disabilities can be made verbally, emailed to: [shred@shred-tech.com](mailto:shred@shred-tech.com) ; mail: 295 Pinebush Road, Cambridge, ON, N1T 1B2; phone: 519-621-3560 or fax: 519-621-9001. Accessible format and communication supports will be made available on request if required. All feedback will be directed to the Director, Human Resources and will be addressed by the Management Team. Customers can expect to hear back within 5-15 working days.

Any policy of Shred-Tech Corporation that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Copies of this policy are available upon request and in an appropriate format. This policy is also posted on our website at [www.shred-tech.com](http://www.shred-tech.com).