



Title: <b>Accessible Feedback Processes</b>	
Issue Date: January 1, 2019	Previous Issue Date: January 1, 2015
Originator: Human Resources	Approved: President and Vice President

### Summary

Shipway Stairs Ltd. is committed to providing the best possible service to customers. This includes customers with disabilities. Shipway Stairs Ltd. will always endeavor to surpass customer expectations while serving customers with disabilities.

Shipway Stairs Ltd. welcomes and appreciates comments on our services, particularly regarding how well customer expectations are being met.

### Accessible Formats and Communication Supports

In conjunction with the above and as per the requirements set in regulations under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA"), upon request, Shipway Stairs Ltd. will make reasonable efforts to provide or arrange for, in a timely manner, the provision of accessible formats and communication supports in its feedback processes in order to ensure that these processes are accessible to persons with disabilities. Shipway Stairs Ltd. will also discuss with the requesting person, the suitability of a proposed accessible format or communication support that will allow the person to provide their feedback.

For the purposes of this policy, "accessible formats" and "communications supports" are defined as follows:

- Accessible Formats - may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
- Communication Supports - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language and other supports that facilitate effective communications.

### ***Feedback can be made using the following methods:***

- Phone: 905-336-1296 (*Ext: 240*)
- Mail: Human Resources  
1820 Ironstone Drive  
Burlington Ontario  
L7L 5V3

Policies are subject to amendment and/or revocation at the Company's sole discretion, without prior notice to employees. In compliance with AODA legislation, if you require any form of accommodation (i.e. forms and training material being available in larger font) please advise Human Resources.

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•E-mail: [hr@shipwaystairs.com](mailto:hr@shipwaystairs.com)

•In Person at the Shipway Office: Monday to Friday, 8:00 a.m. to 3:30 p.m.

Generally speaking, customers can expect a response from Shipway Stairs Ltd. within five (5) business days. Shipway Stairs Ltd. will make all reasonable efforts to provide a response in the same format that the feedback was received.

This policy, related policies and Shipway Stairs Ltd.'s Multi-Year Accessibility Plan outline Shipway Stairs Ltd.'s strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations.

### Accessible Formats

All of the aforementioned documents are available in accessible formats upon request.

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