



Royal Containers Ltd. Accessible Customer Service Plan

Royal Containers Ltd. – Accessible Customer Service Plan, Ontario Regulation 429/07

Providing Goods and Services to People With Disabilities

Commitment:

Royal Containers Ltd. is committed to excellence in serving all customers including people with disabilities.

The following policies have been put into our business practices as required by the Accessibility for Ontarians with Disabilities Act.

Assistive Devices

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

Communication: Telephone/Electronic

Royal Containers Ltd. will communicate with people with disabilities in ways that take into account their disability. We have trained our staff to communicate with customers over the telephone and in person to speak in a tone that is in a clear and plain manner. Royal Containers Ltd. offers its customers the method of communicating through email if the telephone method is not suitable or readily available.

Service Animals

Royal Containers Ltd. welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Where a service animal is excluded by law from the premises, the reason why the animal is excluded will be explained to the person with a disability. Royal Containers Ltd. will also ensure that other measures are available to enable a person with a disability to obtain, use and benefit from the companies goods and services. The service animal must be under the care and control of the individual at all times.



Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Royal Containers Ltd. properties which are open to the public. Where confidentiality is concerned, Royal Containers Ltd. may request the support person to sign a confidentiality agreement. The customer shall determine whether a support person is necessary, however, Royal Containers Ltd. may require a person with disabilities to be accompanied by a support person when the health and safety of the person with the disability and others on the premises are at risk.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Royal Containers Ltd. will notify those customers promptly. The clearly posted notice of interruption will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be publicly available/posted at all public entrances and service counters on Royal Containers Ltd. premises. The information will also be displayed on our company website – www.royalcontainers.com

Royal Containers Ltd. will make every reasonable effort to inform/contact customers that have scheduled appointments/interviews or are calling in to make scheduled appointments/interviews or during any part of Royal Containers Ltd. applicant relationship or by any other reasonable method available such as telephone, email and text derived under the circumstances of the service interruption.

Training Includes:

- An over view of the **Accessibility for Ontarians with Disabilities Act 2005** and the requirements of the Customer Service Standard
- How to interact and communicate with people with various 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 on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty accessing Royal Containers Ltd. goods and/or services

Billing

Royal Containers Ltd. is committed to providing accessible invoices to all customers. Invoices will be provided in an alternate format upon request. We will answer any questions customers may have about the content of the invoice by telephone, email or in person.



Customer Feedback

Customers who wish to provide feedback on the way Royal Containers Ltd. provides goods and services to people with disabilities can do so in the following ways:

- In writing by email to Kim Nelson – President – knelson@royalcontainers.com
- By telephone – 905-789-8787
- By mail – Royal Containers Ltd. 80 Midair Court, Brampton, ON L6T 5V1
- In person – Royal Containers Ltd. 80 Midair Court, Brampton, ON L6T 5V1

Notice of Availability

Royal Containers Ltd. will provide the public notice of availability of documents upon request. Documentation provided will take into consideration an individual's disability. A copy of this policy and our **Multi Year Accessibility Plan** will be made available on Royal Containers Ltd. website – www.royalcontainers.com and available by inquiring at reception at Royal Containers Ltd. head office located at 80 Midair Court, Brampton, ON L6T 5V1.

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