

SUBJECT: Accessible Customer Service	DATE ISSUED: December, 2011	SUPERSEDES POLICY DATED: NEW
	APPROVAL CONTROL AND INTERPRETATION OF THIS POLICY IS THE RESPONSIBILITY OF: President & C.E.O.	
DISTRIBUTION: All Team Members		
Purpose: In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”), Vintex has developed policies, practices and procedures for the provision of goods and/or services to people with disabilities.		
Policy: We recognize the importance of making goods and services accessible to people with disabilities and are committed to providing excellent customer service and a respectful and inclusive environment to all individuals.		
Procedure: We will make reasonable efforts to ensure that our policy, practices and procedures are consistent with the following principles as outlined in the Act: <ul style="list-style-type: none"> Dignity – Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person’s importance. Independence – Accommodating a person’s disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services. Integration – Persons with disabilities can access all goods and services. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. Equal Opportunity – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others. 		
Providing Goods and Services to People with Disabilities <ul style="list-style-type: none"> Communication When communicating with a person with a disability, we will do so in a manner that takes into account the person’s needs and circumstances. Vintex commits to provide training on customer service to all current and future team members. This training will include how to interact and communicate with persons with various types of disabilities. Assistive Devices The Company will permit the use of personal assistive devices by people with disabilities to obtain, use or benefit from our goods and services except where subject to operator safety. Team members are aware of the types of assistive devices that may be used by people with disabilities so as to better provide service to these individuals. The provision, use and safety of personal assistive devices is the responsibility of the person with a disability. 		

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<p>Telephone Services In order to provide effective service to people with disabilities, our team members are trained to speak to customers in clear and plain language over the telephone. If the disability provides a barrier to telephone communications, we will be available to communicate through email.</p> <p>Accounts Receivable / Credit In order to best serve people with disabilities, we provide our invoices in the following formats upon request: hard copy, large print, or by email. Questions regarding invoices will be answered in person, by telephone, or by email.</p> <p>Use of Service Animals and Support Persons Persons with a disability who use the assistance of a service animal are permitted to access all areas of our premises open to the public or third parties, with the service animal. If it is not readily apparent that the animal is a service animal, we may ask the person with the service animal to provide verification of the animal's duty. Team members have been trained on how to interact with people with disabilities who are accompanied by a service animal. The use, safety and clean up of the service animal is the responsibility of the person with the disability.</p> <p>A person with a disability who requires the assistance of a support person will be allowed to enter all areas of our premises open to the public or third parties with the support person. The person with a disability will not be prevented from access to the support person at any time while on our premises.</p> <p>Notice of Disruption in Services In the event of a service disruption in the facilities or services usually used by people with disabilities, Vintex will provide customers/suppliers with notice as soon as possible through appropriate information channels. Such notice shall indicate the reason for the disruption, the anticipated duration of the disruption, and a description / location of any alternative facilities or services, if available.</p> <p>Notice of Availability of Documents A notice will be posted on the Company website that a copy of this Policy will be made available to any person upon request. When providing this document to a person with a disability, the Company will endeavour to provide the document in a format that takes the person's disability into account.</p> <p>Feedback Feedback about the delivery of services to persons with disabilities is welcomed. Such feedback may be made by telephone, in person, in writing or by email. Such feedback shall be forwarded to Human Resources. The Company will make best efforts to provide a response in a timely manner, and in the same format in which the feedback was received.</p> <p>Training Vintex shall provide team members with an overview of the purpose of the Act and the requirements under the Customer Service Standard. More in-depth training will be provided to those who:</p> <ul style="list-style-type: none"> • have contact with the public or other third parties on our behalf; and • those who are involved in the development and approval of our policies, practices and procedures 		

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<p>The in-depth training will include:</p> <ul style="list-style-type: none"> • a review of how to interact and communicate with persons with various types of disabilities • how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or the assistance of a support person • training on how to use equipment or devices available on the Company’s premises that may help with the provision of goods or services to a person with a disability • what to do if a person with a disability is having difficulty accessing the Company’s goods or services; and • training on our policies, practices and procedures related to the provision of services to persons with disabilities <p>This training will form part of our new employee orientation program. Documentation of team member training, including names of participants and dates of training, shall be maintained by Human Resources.</p>		