



## **Accessible Customer Service Plan**

### **Providing Accessibility to all customers & employees**

United Agri Products Canada Inc (UAP Canada) is committed to excellence in serving all customers, including those with disabilities.

## **Premises**

Our goods are regulated products and customers must hold a valid permit to purchase them. The goods are stored in a secure area and customers are not permitted in that section due to the products being regulated and for health and safety reasons. Customers are welcome in the office space if they wish. We will ensure that the office areas are fully accessible to anyone with disabilities.

## **Assistive Devices**

We will ensure 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.

## **Communications**

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

## **Service Animals**

We welcome individuals with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the public – office space.

## **Support Persons**

A person with disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. UAP Canada does not charge any individuals for admission into our building and therefore will not ask for a fee for this person to accompany them.

## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services for our customers with disabilities to enter our Customer Service area, UAP Canada will post a notice that 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 placed on the back door, where there is automatic door access to the building.

## **Training**

UAP Canada will provide training to employees and others who deal with the public or other third parties on our behalf.

Individuals in the following areas will be trained:

Customer Service, Co-op Students and any seasonal workers that will work within the Customer Service area. All Ontario employees will be trained. As our products are regulated, we only sell or deal with certified customers.

Training will be provided within the first week of hiring or if any changes are made to the policy/plans.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard
- UAP Canada's plan related to the customer service standard
- Review of our Equal Employment Opportunity policy
- Review of the training document that illustrates:
  - How to interact and communicate with people with various types of disabilities
  - How to interact with people with disabilities who use an assistive device or require assistance of a service animal or support person
  - How to use the automatic door at the rear of the building for easy access
  - What to do if a person with a disability is having difficulty in accessing UAP Canada's goods and services
- Staff will also be trained when changes are made to our accessible customer service plan

Also:

- Policies are posted on the HR information bulletin board for all to reference at any time
- Review of full Emergency Procedures Handi-Plan; which is updated annually and reviewed by all staff
- Emergency numbers are also posted in large print outside the building
- Handicap parking is available with easy door access

### **Feedback Process**

Customers who wish to provide feedback on the way UAP Canada provides goods and services to people with disabilities can email [customerrelations@uap.ca](mailto:customerrelations@uap.ca) or call 519-268-8001.

All feedback, including complaints will be directed to the Customer Service supervisor to examine and provide an assessment. Customers can expect to hear back within 2 weeks.

### **Modifications to this or other policies**

Any policy of UAP Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.