

**Accessible Customer Service Plan**  
**(Accessibility for Ontarians with Disabilities Act, 2005)**

Hammond Manufacturing Company Limited is committed to excellence in serving all customers including people with disabilities.

**Communication** – We will communicate with people with disabilities in ways that take into account their needs, and respects and promotes their dignity and independence.

**Policy** – Accessibility issues will be considered while developing new customer service policies and procedures, to make reasonable provisions for people with disabilities to have equal opportunity to access our goods and services.

**Assistive Devices** - We welcome visitors to use their own assistive devices on site.

**Support Persons** – We welcome support persons to accompany those visitors to our facility who may have support needs.

**Service Animals** – Service animals will be allowed on the parts of our premises that are open to the public. Limitations may exist where the safety of the animal may be at risk.

- Service animals will not be allowed in production areas at the Edinburgh Rd facility. Instead, the service animal will wait in the office area and an employee will accompany them through the plant.

**Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Hammond Manufacturing will provide notice to the public. A clearly posted notice will be placed at the main entrance of the affected facility, and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Accessible facilities available at our Ontario sites are as follows:

	handicap parking	wheelchair accessible entrance	automatic door openers	accessible washrooms
EDINBURGH	Y	Y	Y	Y
HDC	N	Y	Y	N
CONESTOGO	Y	Y - back door	N	N
RANKIN	Y	N	N	N
DUTTON	Y	N	N	Y
FROBISHER	N	Y - back door, ring bell	N	Y

**Training:**

Hammond Manufacturing will provide training to employees, and others who deal with the public or other third parties on our behalf, as part of their employment orientation program, or if changes are made to our policies/practices.

Individuals in the following positions will be trained:

- All salaried/office positions
- Shipping/Receiving
- Waterloo location Lead Hands
- Maintenance workers

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the Customer Service Standard
- Hammond's plan related to the customer service standard
- 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 the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty in accessing Hammond's goods and services

**Hammond's Accessibility Plan** – is made available upon request:

- At the reception entrance of our facilities
- On our website (CTRL + to enlarge)
- On request from the Human Resources Department

**Feedback:**

Customers who wish to provide feedback on the way Hammond Manufacturing provides goods and services to people with disabilities can contact the Human Resources Manager. The HR Manager or their delegate will meet with the appropriate internal parties and will respond to any inquiry.

1. Write to: Human Resources Manager  
Hammond Manufacturing Company Limited  
394 Edinburgh Rd N  
Guelph, ON N1H 1E5  
Fax# 519-822-7799

2. email to: [accessibility@hammfg.com](mailto:accessibility@hammfg.com)

3. use the "Contact Us" link on our website: [www.hammfg.com](http://www.hammfg.com)

4. Call 519-822-2960