

# Accessibility Standard for Customer Service

## Providing Goods and Services to People with Disabilities

Interweigh Systems Inc. is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff are 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**

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

### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees will not be charged for support persons.

We will notify customers of this by posting a notice in the following location(s):

Interweigh Systems Inc.

51 Bentley Street, Markham, Ontario;

5315 Tomken Road, Unit #1, Mississauga, On

210A Longworth Lane, Woodstock, ON

[www.interweigh.ca](http://www.interweigh.ca)

# Accessible Customer Service Plan continued

2

## Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **Interweigh Systems Inc** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include: Product, Calibration & Repairs to industrial weighing equipment at any of our Ontario locations or Markham, Mississauga or Woodstock.

The notice will be made publicly available at the following locations:  
**Interweigh Systems Inc.**, Markham, Mississauga and Woodstock offices and at [www.interweigh.ca](http://www.interweigh.ca)

## Training

Interweigh Systems Inc. will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. All staff will be trained:

Staff will be trained on Accessible Customer Service within the 3 month probationary period after being hired.

Training will include an overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard

Interweigh Systems Inc.'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 a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include: ground level access via our shipping doors for wheel chair access.
- What to do if a person with a disability is having difficulty in accessing Interweigh Systems Inc.'s goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

# Accessible Customer Service Plan continued

3

## **Feedback process**

Customers who wish to provide feedback on the way Interweigh Systems Inc. provides goods and services to people with disabilities can provide feedback in the following way(s):

- E-mail Interweigh at [inquiry@interweigh.ca](mailto:inquiry@interweigh.ca)

All feedback, including complaints, will be handled in the following our ISO procedure MOP 7.2.3 Customer Communication and MOP 8.5.2 Corrective Action

Customers can expect to hear back in 15 days.

## **Notice of availability**

Interweigh Systems Inc. will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following

location(s): **Interweigh Systems Inc.**  
Markham, Mississauga and Woodstock offices.

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

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