



GUNTHER MELE

Since 1857 / Depuis 1857

AODA Customer Service Policy Statement

Our Mission

The mission of Gunther Mele includes the following; we foster an environment of teamwork and mutual respect. We empower our employees by ensuring that they understand the tasks assigned to them and that they are properly trained.

Our Commitment

Gunther Mele strives to provide our products and services in a manner that is accessible to all of our customers, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all customers.

Providing Goods and Services to People with Disabilities

Gunther Mele is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We only require notification upon arrival to provide assistance into the building.



GUNTHER MELE

Since 1857 / Depuis 1857

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, by fax or email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Gunther Mele's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

Gunther Mele will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

Training for Staff

Gunther Mele will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: customer service representatives, sales associates/ reps, accounting staff, purchasing staff and managers.

Training will include the following:

- The purposes 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 types of disabilities



GUNTHER MELE

Since 1857 / Depuis 1857

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Gunther Mele's goods and services
- Gunther Mele's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of Gunther Mele is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way Gunther Mele provides goods and services to people with disabilities can be made by email, verbally or written feedback card. All feedback will be directed to the HR Administrator. Customers can expect to hear back in 5-7 business days

Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Gunther Mele that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, by the Human Resources Administrator of Gunther Mele.



GUNTHER MELE

Since 1857 / Depuis 1857

Notice on the Feedback Process

Dear Valued Customers,

We strive to improve accessibility for our customers with disabilities. We would like to hear your comments, questions and suggestions about the provision of our goods or services to people with disabilities. Please contact Customer Service by mail, at 30 Craig St. Brantford, ON N3R 7J1, or by phone at 519-756-4330, or by email at accessibility@gunthermele.com to share your comments or request a copy of our accessibility policy.

Thank-you,
Management