

Originating Department – Human Resources

TITLE: ACCESSIBLE CUSTOMER SERVICE	POLICY #
AFFECTED DEPARTMENTS: All	APPROVED: Jim Rennie
AFFECTED EMPLOYEES: All	REVISION DATE: July 26, 2016
DATE: April 16, 2014	REVISION DATE: November 30, 2018

Rationale:

The Accessibility Standard for Customer Service policy governs how Algoma Steel Inc. (Algoma) provides goods and services to members of the public or other third party organizations in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Accessibility Standard for Customer Service*, which aims to establish accessibility standards for people with disabilities.

Algoma is committed to excellence in serving all customers including people with disabilities.

Policy:

The following sections detail how we will provide goods and services to people with disabilities.

1. Assistive devices

We will ensure that our staff is accepting and accommodating to any assistive devices that may be used by customers with disabilities while accessing our goods or services.

2. Communication

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

3. 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.

4. 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.

5. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities that may affect customers with disabilities, Algoma will make all necessary arrangements to accommodate.

6. Training

Algoma will provide training to employees who deal with the public. 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.

Individuals in the following positions will be trained:

- Customer Service Representatives
- Technical Service Representatives
- Emergency Services Representative
- Sales Representatives
- Human Resources Representatives

This training will be provided to staff within 30 days of entering one of the above positions.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Algoma's policy 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.
- What to do if a person with a disability is having difficulty in accessing Algoma's goods and services.

Staff will also be trained when changes are made to our Accessible Customer Service Policy.

7. Feedback process

All feedback can be directed to Brenda Stenta – Manager, Corporate Communications, who can be reached at:

105 West Street
Sault Ste. Marie, Ontario P6A 7B4
Telephone: 705-945-2209
Fax: 705-945-2203
E-mail: Brenda.Stenta@algoma.com.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken. A response to the feedback will be provided within 5 working days. Feedback and/or responses will be delivered in a format that is accessible to the complainant.

This policy is available upon request.

8. Notice of availability

Algoma will notify the public that our Policy is available upon request by posting on our website.

9. Modifications to this or other policies

Any policy of Algoma that does not respect and promote the dignity and independence of people with disabilities will be modified accordingly.

This Policy will be administered by the Vice President, Human Resources.



Vice President – Human Resources

July 26, 2016

Date