

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Marrex Construction and Excavating LTD is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that 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.

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 only 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 but are limited to areas that are open to the public

- Fees will not be charged for support persons

We will notify customers of this through a notice posted on our premises

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities we at MARREX CONSTRUCTION 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 any are available.

The notice will be placed in office entrance or in front of the area that requires it.

Training

Marrex Construction will provide 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 employees will be trained

This training will be provided to staff during orientation

Training will include:

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

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

Feedback process

Customers who wish to provide feedback on the way **Marrex Construction** provides goods and services to people with disabilities can do so by phone, e-mail or in person.

All feedback, including complaints, will be directed to Gary Caprara Tony Marrocco or Michael Marrocco

Customers can expect to hear back within in a 30day period.

Notice of availability

Marrex Construction will notify the public that our policies are available upon request by referring to our website (www.marrexconstruction.com) or see office for posted copies

Modifications to this or other policies

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