

## **Patriot Forge Co's Commitment to Accessibility**

Patriot Forge is supportive of the fact that accessibility offers people the opportunity to achieve their potential. We are therefore committed to providing a respectful, welcoming and accessible environment where everyone is treated with dignity and respect.

Our goal is to become a barrier free environment and meet the requirements of the Accessibility for Ontarians with Disabilities Act. (AODA). These efforts will be accomplished by identifying, removing and preventing barriers to people with disabilities as they relate to our policies, recruiting practices and treatment of employees.

As part of our commitment, our Customer Service Standards are detailed below.

### **1. Communication**

Patriot Forge will communicate with people with disabilities in ways that take into account their disability. It will train its employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **2. Assistive Devices**

Patriot Forge will ensure its team members are trained and familiar with assistive devices that may be used by customers with disabilities.

### **3. Use of Service Animals and Support Persons**

Patriot Forge is committed to welcoming people with disabilities who are accompanied by a service animal or support person on the parts of the company that are open to customers. Patriot Forge will ensure that its employees are properly trained I how to interact with people with disabilities who are accompanied by a service animal or support person.

### **4. Notice of Temporary Disruption**

Patriot Forge will provide customers with notice in the event of a planned or unexpected disruption in the facilities used by people with disabilities. This notice will include information about the reason for the disruption and its anticipated duration. The notice will be placed at the visitor's entrance.

### **5. Feedback**

The ultimate goal of Patriot Forge is to meet and surpass expectations while serving customers. Comments on its services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Patriot Forge provides goods and services to people with disabilities can be made verbally, in person or by phone, e-mail or fax. All feedback will be directed to the Human Resources Manager. Customers can expect to hear back in five business days.