



Celplast Metallized Products Limited
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Rev: 1

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Approved: MJ

CUSTOMER SERVICE POLICY

PURPOSE:

Celplast Metallized Products Ltd's (CMP) goal is to provide the converting industries best customer service. We will serve our customers in a way that accurately reflects the principles of dignity, independence, integration and equal opportunity. We are committed to provide all customers, including those living with disabilities, the same opportunity to access our goods and services and benefit from those goods and service in the same place and similar way.

PRINCIPLES:

The following principles clarify expected attitudes and acceptable behaviors in daily work life with customers and each other.

Respect: Each of us will demonstrate honesty, integrity and belief in people.

Ownership: Each of us is accountable for creating an environment that contributes to the success of our customers and each other.

Collaboration: Each of us has an important role in working together for a common purpose.

Continuous Improvement: Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

We are committed to excellence in serving all customers and consumers, including persons with disabilities, by removing barriers to their full participation that might arise in the course of doing business as follows:

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

Telephone Services: We are committed to providing fully accessible telephone interface using Bell Relay Services to our current and potential customers.

Documentation: All published documents can be available in hard copy, large print and email if requested.

SERVICE ANIMALS

We will accommodate the use of service animals by people with disabilities who are accessing our service and facilities, with the exception of areas restricted to the need of hair nets. For those restricted areas, CMP will provide an acceptable alternative assistive device for people relying on service animals. To be considered a service animal under this Policy, it must be

CUSTOMER AND CONSUMER SERVICE POLICY

readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his/her disability.

SUPPORT PERSONS

If a person with a disability is accompanied by a support person, CMP will ensure that both persons are permitted to enter the premises together and will ensure that the person with a disability can access the support person while on the premises. A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with the access to goods or services. The support person can be a paid support worker, volunteer, friend or family member.

NOTICE OF TEMPORARY DISRUPTION

CMP will provide affected customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons 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. Notice of a service disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstances.

COMMUNICATION AND FEEDBACK PROCESS

Documentation that describes our accessibility commitments will be maintained on CMP's website and provided to individuals upon request in the appropriate format. Comments on the way in which CMP provides goods and services to persons with disabilities are welcome and appreciated and can be shared through our website, by email, by phone or via regular mail. CMP will thoroughly review all customer and employee feedback, investigate its relevance to our Policies and to our accessibility commitments and take steps to rectify any gaps in our delivery of goods and services.

CMP employees are responsible for ensuring this is being followed and are responsible for all guests visiting the site.