



CHALMERS SUSPENSIONS INTERNATIONAL INC.

6400 Northam Drive, Mississauga, Ontario, Canada, L4V 1J1

Tel: (905) 362-6400 * Fax: (905) 362-6401

Web: www.chalmerssuspensions.com

ISO/TS 16949

Chalmers Suspensions International Inc.

Policy: Accessible Customer Service Plan

Effective: December 17, 2012

Operations Policy & Procedure Manual

Human Resources

Chalmers Suspensions International Inc. (CSI) is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our employees are trained and familiar with various assistive devices 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 allowed on 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services for customers with disabilities, CSI 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 services, if available. The notice will be placed at the entrance to the building.

Training for staff

CSI will provide training to employees and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

All Sales & Marketing Employees in Ontario

Director Of Operations

This training will be provided to employees as part of their orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the custom service standard.
- CSI's accessible customer service plan.
- 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 CSI's goods and services.

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

Feedback process

Customers who wish to provide feedback on the way CSI provides goods and services to people with disabilities can do so by sending an e-mail to info@chalmersgroup.com . All feedback will be directed to the Human Resources Department and Customers can expect to hear back within 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

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