

Ontario Accessibility - Customer Service Policy Statement

1. ACCESSIBILITY POLICY

Accessibility Plan and Policies for G.K. Industries Ltd.

This 2014 accessibility plan outlines the policies and actions that G.K. Industries Ltd. will put in place to improve opportunities for people with disabilities.

2. STATEMENT OF COMMITMENT:

G.K. Industries Ltd. is committed to providing accessible customer services in a manner that respects the dignity and independence of persons with disabilities. As part of G.K. Industries Ltd. commitment to excellence, we seek to recognize and to remove obstacles to facilitate access to G.K. Industries services. We also strive to enable barrier free employment opportunities to people with disabilities.

3. PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES:

3.1 COMMUNICATION

G.K. Industries Ltd. will communicate to people with disabilities in ways that take into account their disability. G.K. Industries Ltd. will train every staff member on how to interact and communicate with people with various types of disabilities.

3.2 TELEPHONE SERVICES

G.K. Industries Ltd. is committed to providing accessible telephone service to our customers. We will train staff on clear telephone communications. We will offer to communicate via email, or means suitable to the customer's communication needs.

3.3 ASSISTIVE DEVICES

G.K. Industries Ltd. is committed to serving people with disabilities who use assistive devices. We will ensure that staff members who interact with customers are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.

4. SUPPORT PERSONS

G.K. Industries Ltd. is committed to welcoming people with disabilities who are accompanied by a support person. G.K. Industries Ltd. does require that persons with disabilities with support persons must register their support person to assist in attendance. Fees will not be charged to support persons while attending to support a person with a disability.

4.1 USE OF SERVICE ANIMALS

Persons with disabilities are permitted to be accompanied by their service animal, keeping the service animal with them, while visiting G.K. Industries Ltd., unless service animal access is prohibited by law. In the event service animal access is prohibited, G.K. Industries Ltd. will seek other measures to enable the person with disability to access. It is the responsibility of the person with the service animal to ensure that the service animal is under control.

5. NOTICE OF TEMPORARY DISRUPTION

G.K. Industries Ltd. will make reasonable effort to provide notice in the event of a disruption of services to persons with disabilities. The notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative plants, if available.

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6. TRAINING THE STAFF

G.K. Industries Ltd. will train all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer services policies, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service.

Training will include:

- An overview of the AODA and the requirements of the Standards.
- 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 support person or service animal.
- What to do if a person with a disability is having difficulty in accessing G.K. Industries Ltd. services.

Applicable team members will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities in Ontario. Team members will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training records shall be kept, including the dates when the training is provided, and the number of individuals to whom the training was provided.

7. FEEDBACK PROCESS

Our goal at G.K. Industries Ltd. is to meet and surpass customer service expectations including service to customers with disabilities. Comments on our services regarding how well we are meeting expectations are welcome and appreciated.

Feedback regarding the way the Company provides goods and services to people with disabilities in Ontario can be made verbally in person or by phone or by e-mail or fax. All feedback will be directed to the Company's Director, Customer Service. Customers can expect to hear back in ten business days.

8. MODIFICATIONS TO THIS POLICY

G.K. Industries Ltd. is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Policies, if any, of G.K. Industries Ltd. that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities in Ontario. If anyone has a question about this policy, or if the purpose of this policy is not understood, an explanation should be provided by, or referred to G.K. Industries Ltd. President and Customer Service Manager

Signed:  (President)

Date: December 23rd 2014