

Accessible Customer Service Plan (AODA) Policy

Providing Goods and Services to People with Disabilities

1. Our Mission

The mission of Alpha Broder Canada ULC is committed to delivering service, quality and value to our customers.

2. Our Commitment

In fulfilling our mission, Alpha Broder Canada ULC is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing Goods and Services to People with Disabilities

Alpha Broder Canada ULC is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

b. Telephone services

We are committed to providing accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email or in writing if telephone communication is not suitable to their communication needs or is not available.

c. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

d. Billing

We are committed to providing accessible invoices to all of our customers. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Alpha Broder Canada ULC's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. Notice of Temporary Disruption

Alpha Broder Canada ULC will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

6. Training for Staff

Alpha Broder Canada ULC will provide training to all employees and others who deal with the public and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 Alpha Broder Canada ULC's goods and services.

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

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7. Employment

Alpha Broder Canada ULC will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

8. Feedback Process

The ultimate goal of Alpha Broder Canada ULC is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Alpha Broder Canada ULC provides goods and services to people with disabilities can be made by telephone, email, in person or by completing the AODA Customer Service Feedback Form. All feedback will be directed to Human Resources department which is responsible for receiving feedback.

9. Design of Public Spaces

Alpha Broder Canada ULC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

10. Modifications to this or Other Policies

We are 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. All modifications or changes to Alpha Broder Canada ULC's AODA policy will be communicated to all employees within 5 business days of the finalization of any changes.

11. Questions About this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by the Human Resources Department of Alpha Broder Canada ULC. The Human Resources department can be reached by calling 1-866-274-2489, extension 5673 or emailing HR@alphabroder.com.

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