



Harley's Electrical Services Ltd.

AGGRESSOR AUTOMATION

Harley's Electrical Services Ltd./Aggressor Automation Accessible Customer Service Plan

The owners and employees of Harley's Electrical Services Ltd./Aggressor Automation are committed to providing our services to customers regardless of any disabilities or special requirements. In implementing our policies, we agree to honour the independence and dignity of all of our customers, and work to offer our services equally to all customers with disabilities.

Communication

We will meet any special requirements for communication in ways that take into account our customers' disabilities.

Service Animals

All service animals are welcome in all parts of our facility.

Support Persons

All support persons accompanying our customers are welcome.

Fees

No additional fees will be charged for any changes or modifications required to offer our services to any customer with a disability.

Disruption of Services

Harley's Electrical Services Ltd./Aggressor Automation will notify customers of any disruptions to service available to people with disabilities by posting the information on our website (www.aggressorautomation.com) and via phone message available at our 24hr service telephone number (905-679-6397). Alternatives to service offered at our offices will be listed.

Wheelchair Accessibility

The offices of Harley's Electrical Services Ltd./Aggressor Automation are partially wheelchair accessible. At this time we do not have wheelchair accessible washroom facilities. All wheelchair accessible entryways are clearly marked.

Assistive Devices

All customers with personal assistive devices such as walkers, white canes or note-taking devices are welcome to utilize them and will be assisted in doing so by all Harley's Electrical Services Ltd./Aggressor Automation personnel.

Training

Harley's Electrical Services Ltd./Aggressor Automation will provide training in our policies to all of our personnel. Training to be completed immediately by all present employees. Training to be completed within one month of hiring for new hires.

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Training will consist of:

- An overview of the Accessibility for Ontarians with Disabilities Act
- Harley's Electrical Services Ltd./Aggressor Automation's plan to implement the standard
- How to interact and communicate with people with various disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulties in accessing our services

Feedback Process

All customers may provide feedback on the way Harley's Electrical Services Ltd./Aggressor Automation provides services to people with disabilities. Feedback may be submitted via email, telephone or fax.

All feedback will be directed to company Vice President Paula Harley. Customers will receive feedback within 7 working days, utilizing the communication method of their preference.

Modifications to this or other policies

Any policy of Harley's Electrical Services Ltd./Aggressor Automation that does not respect the dignity and independence of all our customers will be modified or removed.