



# STATEMENT of POLICY and PROCEDURE

<b>Company</b>	Wolf Steel	<b>Number</b>	AR-02-01
<b>Section</b>	Human Resources	<b>Effective</b>	January 1, 2012
<b>Issued to</b>	All Manual Holders	<b>Revised</b>	August 22, 2023
<b>Subject</b>	<b><i>CUSTOMER SERVICE POLICY STATEMENT</i></b>		
<b>Issued by</b>	Human Resources		
<b>Approved by</b>	<b>Approved by</b>	<b>Approved by</b>	
Shannon Beelik - Director, Human Resources	Tina Hitch – Vice President, Human Resources	N/A	
<b>Date:</b> May 26, 2021	<b>Date:</b> May 26, 2021		
<b>Reviewed:</b> September 1, 2023	<b>Reviewed:</b> November 17, 2023		

## 1. Policy

1.01 For the purposes of this policy, Wolf Steel Ltd., and Napoleon Home Comfort will be referred to as “The Company”. The Company strives to provide a barrier free work environment for its Associates and visitors. The Company is committed to provide accessible customer service to people with disabilities in a manner that is consistent with the principles of independence, dignity, integration, and equality. The guidelines outlined in this document represent acceptable service practices for The Company.

## 2. Purpose

The purpose of this Customer Service policy is to act as a guideline in establishing the requirement and responsibilities for all Associates who have interactions with external clients, contractors, vendors and such, to ensure all services provided are in a manner that takes into account a person’s disability.

## 3. Scope

The Customer Service Policy applies to all Associates of The Company including permanent, full-time, contract, students and interns, and temporary Associates.

## 4. Responsibility

### 4.01 Senior Management

Senior Management shall:

- a) Plan for the necessary accommodations to ensure customer service standards are maintained.
- b) Encourage the consistent application of the Customer Service Policy to eliminate barriers.

### 4.02 Managers and Supervisors

Managers and Supervisors shall:

- a) Ensure that elements of the Customer Service Policy are followed.
- b) Ensure that each Associate under their supervision or Leadership, is delivering an accessible and exceptional level of customer service in their dealings with any external persons with disabilities and providing service in a manner that is consistent with principles of independence, dignity, integration and equality.
- c) Initiate corrective action for violations of this standard.

### 4.03 Human Resources Department

The Human Resources Department shall:

- a) Ensure that requirements for this standard practice are communicated for the purpose of assisting the Leadership Team to be compliant with the applicable legislative requirements.
- b) Maintain documented record of feedback.
- c) Maintain documented records of Alternate Format Requests.
- d) Assist in providing accommodations.

### 4.04 Associates

Associates shall:



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- a) Follow the requirement of this policy.
- b) Obtain any accommodations information from contacts prior to them coming onto the premises of The Company and notify their Manager or Supervisor of the accommodations required so necessary arrangements can be made.
- c) Participate in training initiatives that support this policy and elements of The AODA and The Code.
- d) Notify Managers or Supervisors of any issues identified.

### 5. Definitions

#### 5.01 “Assistive Devices”:

A technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

#### 5.02 “Barrier”:

Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, architectural barrier, an information’s or communications barrier, an attitudinal barrier, a technological barrier, and/or a policy or practice.

#### 5.03 “Disability”:

The AODA Defines disability as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, **or;**
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

#### 5.04 “Service Animal”:

An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to their disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

#### 5.05 “Support Person:”

A support person means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care and/or medical needs or assists with access to goods or services.



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### 6. References and Related Statements of Policy and Procedure

- 6.01 Wolf Steel Ltd. Accessibility Policy: Statement of Organizational Commitment
- 6.02 Wolf Steel Ltd. Integrated Accessibility Standards Policy

### 7. Procedure

#### 7.01 General Guidelines

The guidelines outlined in this document represent acceptable service practices for The Company. All Associates are encouraged to take personal initiative in following the procedures outlined in this document and to continually contribute to a high level of exception customer service.

#### 7.02 Communication:

Associates of The Company will communicate with people with disabilities in ways that consider their disability and with dignity. The Company will train Associates who communicate with external persons on how to interact and communicate with people with various types of disabilities, and in a matter that respects independence, dignity, integration, and equality.

#### 7.03 Telephone Services:

The Company is committed to providing fully accessible telephone services to customers. The Company will train Associates to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly, ensuring a person's disability is taken into consideration. The Company will offer to communicate with customers through a preferred method prescribed by the customer if telephone communication is not suitable to their communication needs or is otherwise unavailable.

#### 7.04 Assistive Devices:

The Company is committed to serving people with assistive devices to obtain, use or benefit from our goods and services. The Company will ensure that our Associates are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Associates are expected to provide accommodations that meet the needs of the individual.

#### 7.05 Support Persons:

The Company will continue to welcome people with disabilities who are accompanied by a support person. At no time with a person with a disability who is accompanied by a support person be prevented from access to their support person while on Company premises. All persons entering The Company premises must be signed in and accompanied by an Associate of The Company, in accordance with The Company Visitor policy.

#### 7.06 Service Animals:

Persons with disabilities, accompanied by a service animal on The Company premises, are permitted in areas that are open to the public. The Company will ensure that all Associates who interact with external persons are properly trained to interact with people with disabilities who are accompanied by a service animal. The



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Company will ensure that Associates are properly trained to interact with the service animal. Under no circumstances should Associates interact with the service animal without prior consent from the individual in charge of or having ownership of the service animal; this includes, but is not limited to speaking to the service animal, petting the service animal or any other form of interaction. For best practice, we ask that Associates interacting with persons with disabilities do not ask to interact with the service animal.

### 7.07 Notice of Temporary Disruption:

In the event of a planned service disruption, Associates should notify any external contacts with disabilities in advance of the disruption. The notice will include information about the reason for the disruption, the anticipated duration and a description of alternate services that may be available. In the event of an unexpected disruption, notice shall be provided as soon as possible to prevent any hardships and posted in conspicuous places (i.e. main entrances of the building).

### 7.08 Feedback Process:

The goal of The Company is to meet and surpass customer expectations while serving persons with disabilities. Comment on our services regarding how well those expectations are being met are welcome and appreciated.

The public, customers and Associates can provide feedback by:

- a) Email to Human Resources at [generalhris@napoleon.com](mailto:generalhris@napoleon.com)
- b) Mail to Human Resources at 24 Napoleon Road, Barrie, Ontario, L4M 0G8.
- c) Verbally in person to the customer service department or by telephone to the Human Resources department 705-721-1212.
- d) Feedback Form located at reception or [www.napoleon.com/on/ca/](http://www.napoleon.com/on/ca/)

Feedback that is received is forwarded to the Human Resources department within the same business day of being received, so that any follow-up required can be completed within forty-eight (48) hours to the customer. Complaints will be addressed according to The Company's regular Customer Complaint Management Procedures.

## 8. Special Provisions

### 8.01 Training

- 8.01.01 All Associates, including contract and temporary Associates.
- 8.01.02 Training sessions on recommended customer service practices will be provided through Corporate Orientation sessions for new hires to ensure expected standards are communicated to all affected parties.
- 8.01.03 Revised training will be provided in the event of changes to the legislation, procedures, or practices.
- 8.01.04 The Company will keep a record of training that includes the dates training was provided and the number of Associates who attend training.
- 8.01.05 The Agency will be responsible for training of the Temporary Associates. Consistent with the legislative requirements.

### 8.02 Evaluation



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8.02.01 This standard shall be reviewed annually by The Company and compliance to this standard will be monitored on an ongoing basis.

### 9. Attachments and Forms

- 9.01 Customer Feedback Form
- 9.02 Alternate Format Request Form