



TARPIN LUMBER INCORPORATED

2267 Bowman Street
Innisfil, Ontario
L9S 3V5
www.tarpin.com
inquiry@tarpin.com

(416) 283-2222
(705) 436-5373
Order Fax: (705) 436-7457

Order Fax (from 416/905): 1-800-422-5649



Accessibility for Ontarians with Disability Act (AODA) - Customer Service Policy

We respect the dignity and independence of our customers and are committed to ensuring that our services are accessible to all of our customers.

The policy applies to all persons who, on behalf of Tarpin Lumber Inc., deal with the public or other third parties. This includes but is not limited to all employees, owners, and third party individuals and contractors. These individuals and entities are hereafter referred to as Service Providers.

The Customer Service Policy sets the expectations that will help Tarpin Lumber Inc.'s Service Providers understand the different needs that some customers with disabilities may have and their responsibility to find appropriate ways to help them access our goods and services

Tarpin Lumber Inc. commits that its policy and procedures meet or exceed the duties and responsibilities required under Ontario Regulation 429/07 through the following practices:

1.1. Communication

Our communications, from initial greeting through the sales process and follow up, will demonstrate our commitment to serving all customers including those with disabilities in ways that take into account their disability.

1.2. Assistive Devices

Our customers are welcome to use their own personal assistive devices to access our services

1.3. Service Animals and Support Persons

Support persons and guide dogs or other service animals are welcome to accompany our customers with disabilities while obtaining our services. Wherever service animals are prohibited by law, we will provide personal assistance during your visit.

1.4. Interruption of Services

If we are temporarily unable to offer any special facilities or services that assist customers with disabilities, we will immediately provide notice of this interruption and the anticipated time when these services will be resumed in addition to alternate facilities or services, if available.



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1.5. Training

Service providers will receive ongoing and documented training in order to properly communicate with and provide assistance to people with various disabilities. This training will be provided to staff as soon as can be reasonably expected after their hiring and annually thereafter. The training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard Ontario Reg.(427/07);
- Information about Tarpin Lumber's policies, procedures, and guidelines pertaining to the provision of goods and services to all of our customers including those with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a disability is having difficulty in accessing services or goods;
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- How to use the equipment or devices available at Lowe's stores that may help with the provision of Tarpin Lumber's goods and services to persons with disabilities.
- Any party who deals with members of the public or other third parties on behalf of Tarpin Lumber's will be required to certify in writing that it has received, and will continue to receive, the training required by the customer service standard.

1.6. Emergencies

Service Providers must be familiar with emergency procedures. They must know the best and most appropriate ways to assist customers or staff that need assistance during an emergency.

1.7. Feedback

Customers who wish to provide feedback on the way Tarpin Lumber provides services to people with disabilities are encouraged to participate in our feedback process. In addition to sharing your comments in person, you may also contact us by:



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Forward all feedback to:

Telephone: 705-436-5373

Mail: Tarpin Lumber Inc., 2267 Bowman Street,
Innisfil, Ontario L0M 1N0 Attention: Karen Pratt

Email: AODA@tarpin.com

Website: www.tarpin.com

Complaints will be reviewed and customers can expect to hear back within 14 business days. This policy and related documents shall be made available to any member of the public upon request.