



METALS INC.
ISO 9001:2008



Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

BMP Metals Inc. (BMP) is committed to providing accessible customer services in a manner that respects the dignity and independence of persons with disabilities. As part of BMP's commitment to excellence, we seek to recognize and to remove obstacles to facilitate access to our goods and services.

BMP is committed to:

- meeting our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and
- Meeting the needs of people with disabilities in a timely manner.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

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

BMP will offer to communicate with customers by way of web-based customer care request, e-mail or fax if telephone communication is not suitable to their communication needs or is not available.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities BMP Metals Inc, will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.



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The notice will be placed at reception at 18 Chelsea Lane Brampton ON and the BMP Metals website www.bmpmetals.com

Training

BMP will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- **Management Team**
- **Sales Staff**
- **Reception**

This training will be provided to staff during the orientation process.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- BMP's plan related to 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 BMP's goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way BMP provides goods and services to people with disabilities can do so:

Online @

http://www.bmpmetals.com/about_aoda.html

In Person or by Telephone:

BMP Metals Inc.
18 Chelsea Lane
Brampton ON
L6T 3Y4

905-799-2002 or 1 800-267-7796



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By Mail

Write to:

BMP Metals Inc.
18 Chelsea Lane
Brampton ON
L6T 3Y4

Attention: Human Resources

All feedback, including complaints, will be **submitted to HR**. Customers can expect to hear back in **7 business days**.

Notice of availability

BMP will notify the public that our policies are available upon request by (posting a notice on the BMP website (www.bmpmetals.com)

Modifications to this or other policies

Any policy of **BMP Metals Inc.** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.