

Accessible Customer Service Policy Providing Goods and Services to Persons with Disabilities

Amsterdam Brewery is committed to excellence in providing goods and services to all customers, including persons with disabilities.

Policy:

This policy is intended to meet the requirements of *Ontario Regulations 429/07*, under the Accessibility for Ontarians with Disabilities Act, 2005 and to ensure that our policies, practices and procedures for the provision of goods and services are consistent with the principles outlined in the Accessibility Standards for Customer Service.

This policy aims to ensure that persons with disabilities are provided equal opportunity to obtain, use and benefit from Amsterdam Brewery goods and services. Reasonable efforts will be made to ensure that:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- Communication with a person with a disability is conducted in a manner that takes into account the disability;
- People with disabilities may use assistive devices, service animals and support people as is necessary to access Amsterdam Brewery good and services.

Scope:

This Policy shall apply to every person who deals with members of the public or other third parties on behalf of Amsterdam Brewery whether the person does so as an employee, volunteer, student or otherwise.

Amsterdam Brewery 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:

Communication:

- a) Amsterdam Brewery will communicate to persons with disabilities in a way that takes into account their disability;
- b) Amsterdam Brewery will train staff on how to interact and communicate with persons with disabilities.

Assistive Devices:

- a) Persons with disabilities may use assistive devices as required in accessing goods and/or services provided by Amsterdam Brewery;
- b) Amsterdam Brewery will take steps to ensure that employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Service Animals:

- a) Amsterdam Brewery welcomes guide dogs or other service animals that serve individuals with disabilities in areas that are open to the public and will permit individuals to keep the service animal with him or her, unless the animal is otherwise excluded by law from the premises (e.g. kitchen areas, brewery).

Support Persons:

- a) A person with a disability who is accompanied by a support person will be allowed to have that support person accompany him or her on our premises;
- b) While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times;
- c) Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support at all times.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to our services or facilities for customers with disabilities, Amsterdam Brewery 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.

The notice will be posted on our company's website and, where appropriate, will be posted in the in a designated area at our locations.

Training for staff:

Amsterdam Brewery will provide training to all executives, managers, employees and others who deal with the public or other third parties on our company's behalf. Training will also be provided to any person who helps develop the company's policies, practices and procedures governing the provision of services to clients or third parties.

Training will be provided to new members of the company during their orientation period.

Training will include:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- Amsterdam Brewery plan related to the customer service standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use equipment or devices, where provided, available on-site or otherwise that may help with providing goods or services to persons with disabilities;
- what to do if a person with a disability is having difficulty in accessing Amsterdam Brewery services.
- Employees of the company will also be trained when changes are made to our plan.

Training records will be made and maintained in accordance with the requirements of the Accessibility Standards for Customer Service (O. Reg. 429/07). Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process:

Customers or others who wish to provide feedback on the way Amsterdam Brewery provides services to persons with disabilities can provide their feedback directly to the employee from whom they received services.

Alternatively, you may provide feedback by any of the following methods:

By Telephone: 416 -504-1040

By e-mail: Infor@Amsterdambeer.com

By regular mail: 45 Esandar Drive

Toronto, Ontario

M4G 4C5

Attention: Human Resources

All feedback will be directed to the company's Human Resources Department. Customers can expect to hear back from the company within 5 business days of providing feedback to the company.

Any complaints about services provided to persons with disabilities will be addressed according to our company's regular complaint management procedures.

Modifications to this or other policies:

Any policy of Amsterdam Brewery that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Availability of Documents

Amsterdam Brewery has prepared the documentation required under the Accessibility Standards for Customer Service, and will provide them upon request.