

Accessibility Standards for Customer Service

Armstrong Manufacturing Inc.'s commitment is to strive at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Communication

Interactions and communications with our customers will take into account our customers' particular disabilities. To do this, we train all required employees and third party contractors in how to communicate with persons with disabilities. Requests for alternative methods of communication should be fulfilled as promptly as feasible. If a solution or accommodation is not readily available, the customer's request should be recorded and accommodated.

Assistive Devices

Customers are welcome to use their own personal assistive devices to access our merchandise and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Support Persons and Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal or support person on the parts of our premises that are open to the public. We will also ensure that all appropriate staff members are properly trained in how to interact with people with disabilities who are accompanied by a service animal and/or a support person. At no time will a person with a disability who is accompanied by a support person be separated from them while on our premises. No service animal can be evicted, excluded or separated from its owner unless the animal demonstrates behaviour posing a direct threat to the health and safety of others.

Notice of Temporary Interruption of Services

If we are temporarily unable to offer any particular facilities or services used by customers with disabilities, we will make every effort possible to provide public notice of any planned or unexpected interruption to these facilities or services. Notices of disruption will be posted conspicuously in the affected location(s) as soon as is practicable and will include information about the reason for the disruption, its anticipated duration and a description of alternative options, if available.

Revised: December 31, 2015



armstrong
manufacturing inc.

Training

Staff and others who deal with the public on our behalf receive ongoing training in order to properly communicate with and provide assistance to people with various disabilities. This includes accommodating support personnel and assistive devices or animals, as well as resolving any challenges that may arise during their visit.

Customer Feedback

We actively encourage the participation of all customers in our feedback process. Any concerns brought to our attention will be addressed quickly and fairly. In addition to sharing your feedback in person, you may also contact us by telephone at 1-866-627-6588, by mail at Armstrong Manufacturing Inc., 2485 Haines Rd, Mississauga, ON, L4Y 1Y7, by email or by completing the Customer Service Feedback Form found on our website at www.armstrongmanufacturing.com. Customers are welcome to leave their contact information should they like to receive a response.

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**Keeping
Canada
Clean™**

2485 Haines Road, Mississauga, Ontario L4Y 1Y7 P. 905 566.1395 / 866 627 6588 F. 905 566.8195
www.armstrongmanufacturing.com