

Accessible Customer Service Policy

Revision 1: Last revised December 2023

This policy will be made available in an accessible format upon request.

Under the Customer Service Standard of the AODA, Encore mechanical has created, implemented, and continues to maintain the following customer service policy:

Encore Mechanical and Building Services Inc. is committed to ensuring equal access and participation for people with disabilities. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Encore Mechanical is committed in providing goods and services based on four principles:

- Dignity
- Independence
- Integration
- Equal opportunity

These four principles ensure that we offer all of our customers with disabilities the same quality of service as other customers receive.

Dignity means that we provide and treat customers with equal levels of respect.

Independence is when customers are responsible for themselves, and they have the say when they explain the kind of help, they need. Encore Mechanical will respect each customer's independence and will follow their instruction.

Encore Mechanical is committed to integration and equal opportunity by providing services and goods to each customer in the same way with the same benefits.

We welcome customers with disabilities who use assistive devices and offer our customer service by implementing the four principles mentioned above. We welcome service animals and support persons, and we encourage receiving feedback about their accessibility through our AODA feedback form found on the Accessibility Policy.

Encore mechanical and Building Services Inc ensures through this policy that all customers receive the highest level of customer service.