

OUR COMMITMENT

Price Industries Limited is committed to excellence in serving all customers, including people with disabilities. To this end, we will work to eliminate barriers that limit equitable access to our goods and services.

Assistive Devices

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

Communication

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

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 will be welcome to have a support person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to our services or facilities for customers with disabilities (elevators, automatic doors, accessible restrooms, etc.) we will notify customers promptly. This 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. We will place a notice at the entrance to the area that is temporarily inaccessible for customers with disabilities.

Training for Staff

Price Industries Limited will provide accessible customer service training to employees, volunteers, and others who work with the public or other third parties on our behalf, specifically, front desk reception, customer service, receiving, and shipping personnel. We will also provide training to people involved in the development of policies, plans, practices, and procedures related to the provision of our goods and services.

We will also provide this training to new staff as part of their on-boarding curriculum. Training for existing staff will take place as soon as reasonably possible. We will train staff on any changes to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Price Industries Limited provides goods and services to people with disabilities can:

- Request to speak with the manager or assistant manager (if the manager is not available) at the location in question and provide feedback in person or by telephone.
- Provide feedback to Stephanie Leung, Human Resources Advisor, at (204) 984-9272, stephanie@priceindustries.com, or in writing to 404 Egesz Street, Winnipeg, MB, R2R 1X5.

We will acknowledge and respond to all feedback, as appropriate, within five business days.

Modifications to This or Other Policies

Any policy of Price Industries Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. In the event of a conflict between this policy and any other Price Industries Limited policy, this policy shall prevail.