



## Integrated Metal Products Accessibility Standard for Customer Service

January 16, 2012

### Policy

1. Sales staff will ensure good communication by listening to the customer, respecting their dignity and modifying their communication method to suit the abilities of the client.
2. We will allow into the lobby and conference room: assistive devices like walkers, wheelchairs, and oxygen tanks; service animals; and support persons.
3. Due to safety restrictions, these are not normally allowed into the manufacturing area.
4. Accessible services are available from **9 AM to 4:30 PM Monday to Friday**. Accessible services are **NOT** available outside of these hours unless by special arrangement.
5. All customers are invited to provide feedback in person, by **telephone: 519-836-9062**, by **email: sales@integrated-metal.com** or by **fax: 519-836-2962**. Your comments are always welcome and we will acknowledge receipt within 2 business days.
6. All sales staff will be trained annually on this policy.
7. This plan will be available at the front desk in regular and larger type and on our website at **www.integrated-metal.com**.
8. Status will be reported as required.

Integrated Metal Products  
Email: [sales@integrated-metal.com](mailto:sales@integrated-metal.com)  
Tel: 519.836.9062  
Fax: 519.836.2962

[www.integrated-metal.com](http://www.integrated-metal.com)