The Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The AODA became law on June 13, 2005. Under this legislation, the provincial government developed standards to identify, remove and prevent barriers for people with disabilities.

Statement of Commitment

Cable Talk is committed to creating a workplace, customer and stakeholder experience where everyone can participate fully and with dignity. Cabletlk, a division of Bempro Global Group, complies with the AODA and its standards, including the Integrated Accessibility Standards Regulation, which covers areas such as customer service, information and communications, and employment.

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

Cabletalk is committed to providing accessible customer services in a manner that respects the dignity and independence of persons with disabilities. As part of Cabletalk's commitment to excellence, we seek to recognize and to remove obstacles to facilitate access to our goods and services.

Cabletalk is committed to:

- meeting our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and
- Meeting the needs of people with disabilities in a timely manner.

Assistive devices
We will train our staff to use and explain the assistive devices we keep on site or provide, so customers with disabilities can use them when accessing our goods and services.

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

Where telephone communication is unsuitable or unavailable, Cabletalk will work with the customer to identify an accessible alternative that meets their communication needs, such as a web-based customer care request, e-mail or fax. Upon request, we will also provide or arrange accessible formats, and communication supports in a timely manner, at no additional cost, after consulting with the individual making the request.

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 who is accompanied by a support person will be allowed to have that person accompany them on our premises. We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption
In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Cabletalk, will notify customers promptly. This 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 placed at reception at 18 Chelsea Lane Brampton ON and the BMP Metals website www.bmpmetals.com

Training

BMP will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- **Management Team**
- **Sales Staff**
- **Reception**

This training will be provided to staff during the orientation process.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- BMP's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing BMP's goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way BMP provides goods and services to people with disabilities can do so:

Online http://www.bmpmetals.com/about_aoda.html

In Person or by Telephone:
BMP Metals Inc.
18 Chelsea Lane
Brampton ON
L6T 3Y4

905-799-2002 or 1 800-267-7796

By Mail
Write to:
BMP Metals Inc.
18 Chelsea Lane
Brampton ON
L6T 3Y4

Attention: Human Resources

All feedback, including complaints, will be **submitted to HR.** Customers can expect to hear back in **7 business days**.

Notice of availability

BMP will notify the public that our policies are available upon request by (posting a notice on the BMP website (www.bmpmetals.com)

Modifications to this or other policies

Any policy of **BMP Metals Inc.** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.