



Customer Service Policy Statement:
Providing Goods and Services to People with Disabilities

1. Our mission

The mission of Castool Tooling systems is to meet and surpass expectations while working with both customers and employees with disabilities.

2. Our commitment

In fulfilling our mission, Castool Tooling strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunities both in employment and 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 or employees.

3. Providing goods and services to people with disabilities.

Castool Tooling is committed to excellence in serving all our customers including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will also train all staff on how to interact and communicate with people with various types of disabilities including Ontario Human Rights Commission accessibility.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail, if telephone communication is not suitable to their communication needs or is not available.

3.3 Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: Hard copy, large print and e-mail.

4. Use of service animals and support persons.



We are committed to welcoming people with disabilities who are accompanied by a service animal to our office area although for the safety of the service animal, not in the manufacturing plant. If the animal is not easily identifiable as a service animal Castool Tooling may request documentation from a regulated health professional.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Castool Tooling solutions premises with his or her support person.

5. Training for staff.

Castool Tooling solutions will provide training to all personnel who deal with customers.

Training will include:


- The purpose of the Accessibility for Ontarians with Disabilities Act, and the requirements of 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, service animal or support person.

6. Ongoing Review


We will review this Customer Service Policy Statement annually as well as on case-by-case basis should particular or specific accessibility needs come to our attention. However, on occasions suppliers and customer's representatives do attend our facilities and accordingly the Customer Service Policy Statement has been developed to deal with this eventuality.

7. Feedback process.

The ultimate goal of Castool Tooling solutions with this policy is to meet and surpass expectations while working with employees and customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback can be provided verbally or by e-mail to paul.robbsins@castool.com. You should expect to hear back within 5 working days.



Paul Robbins - General Manager



Date