
**ROBERTSON BUILDING SYSTEMS
POLICY & PROCEDURES**

**Subject: AODA – Availability of Accessible Customer
Service Documents**

Effective: 11/1/12

Purpose

Robertson Building Systems is committed to making all documents required under the Customer Service Standard available to the public upon request. The purpose of this procedure is to set out how Robertson will notify persons to whom it provides goods and services about the existence of such documents, as well as the manner and format by which such documents will be made available to them.

Scope

This procedure applies to every person interacting with members of the public or other third parties on behalf of Robertson, whether an employee, contractor, third party or volunteer.

Procedure

Robertson will ensure that the following Accessible Customer Service Documents are available in accessible formats, upon request:

- Accessible Customer Service Standard Policy
- Assistive Devices
- Availability of Accessible Customer Service Documents
- Feedback Process
- Notice of Temporary Disruption Process
- Service Animals
- Support Persons

When providing any of the Accessible Customer Service documents to a person with a disability, Robertson will provide the document, or the information contained therein, in a format that takes into account the person's disability.

Robertson will notify the public and other third parties about the availability of the Accessible Customer Service documents by posting this information on its accessibility webpage (www.robertsonbuildings.com).

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Requests for Accessible Customer Service Documents

Requests for copies of any of the Accessible Customer Service documents may be made in person, by telephone, in writing, or by email directed to the Receptionist, Teresa Templeton.

When a request is made, ask the person making the request if he/she requires the document in an alternate format. If so, ask for the person's preferred format.

If the requested document can be readily produced in the requested format, provide the person with the document as soon as practical, confirming that the alternate format is acceptable.

If the requested document cannot be readily produced in the requested format, Robertson's General Manager will consult with the person making the request to determine a different alternate format that is acceptable. When the person receives the document, confirm that the alternate format is acceptable.