

CUSTOMER SERVICE POLICY STATEMENT

The mission of LiquiForce is: *“To provide quality trenchless sewer rehabilitation using our innovative methods and performance driven teams to deliver upgraded infrastructure that our clients can trust.”*

OUR COMMITMENT

In fulfilling our mission, LiquiForce 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 give people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place as in a similar way as other customers or members of the public affected by our job sites.

PROVIDING GOODS AND SERVICE TO PEOPLE WITH DISABILITIES

LiquiForce is committed to excellence in serving all customers and member of the public affected by our work sites including people with disabilities and we will carry out our functions and responsibilities in the following area:

- Communication: We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers or homeowner on how to interact and communicate with people with various types of disabilities.
- Telephone Services: We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customer and homeowner over the phone in clear and plain language and to speak clearly and slowly. We will offer to communicate with the customers by e-mail, if telephone communication is not suitable to their communication needs or is not available.
- Assistive devices: We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staffs are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- Our team will ensure we provide an accessibility plan on work site that allow the same access to people with disabilities as any other customer or members of the public affected with our work site would receive.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

We are committed to welcoming people with disabilities who are accompanied by a service animal on any of our work sites or our premises that are open to the public and other third parties. We will also ensure that all staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal.

NOTICE OF TEMPORARY DISRUPTION

LiquiForce will provide customers and members of the public affected by our work site with notice on the event of a planned or unexpected disruption in the facilities or service usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed on all public entrances on our premises and also at the front door of homeowner affected by our work on job sites.

TRAINING OF STAFF

LiquiForce will provide training to all employees, who deal with the public and members of the public on our work sites. Individuals in the following position will be trained:

- Sales associates
- Project Managers
- Crew Leaders
- Field Team Members
- Administrative Staff

Training will include the following:

- The purpose of the Accessibility of Ontarians with Disabilities Act, 2005 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 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 LiquiForce goods or services or difficulties accessing an area where LiquiForce has set up a work site.
- LiquiForce's policy, practices and procedures relating to the customer service standards.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

FEEDBACK PROCESS

The ultimate goal of LiquiForce is to meet and surpass customer expectation while serving customers and the public affected with our work sites with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback can be sent using our website www.liquiforce.com or call 1-800-265-0863. Customers and members of the public affected by our work sites can expect to hear back in less than 5 days.

NOTICE OF AVAILABILITY & MODIFICATIONS

LiquiForce will notify on our web site of any updates to document related to accessible customer service. Any policy, practice or procedure of LiquiForce that does not respect and promote the principles of dignity, independent, integration and equal opportunity of people with disability will be modified or removed.