

## **BRENLO'S ACCESSIBILITY POLICY**

### Statement of Commitment

In keeping with our values of integrity, leadership, teamwork, accountability and innovation, Brenlo Ltd is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to excellence in serving all customers, including people with disabilities.

### Policy Guidelines

Brenlo Ltd will work hard to ensure that its policies, practices and procedures are consistent with following the core principles of treating all persons with mutual respect, which include, but are not limited to:

- Independence
- Dignity
- Integration
- Equal opportunity

### Communication

We take great pride in the customer experience we provide, and our communication with customers with disabilities will demonstrate this every time.

### Support People and Service Animals

Support people and service animals are welcome to accompany our customers with disabilities on our premises.

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Brenlo Ltd will notify customers immediately and indicate when these services or facilities will resume.

## Training

Brenlo Ltd will provide accessible customer service training to all customer facing order desk and distribution personnel. Training will also be provided to people involved in the development of policies, and procedures related to the distribution of our product.

## Customer Feedback

At Brenlo Ltd, we consider customer feedback extremely valuable to our operations. If you wish to provide feedback on the way we provide product to people with disabilities, please comment on the website, or with the customer feedback forms at the payment desk located at our distribution location at 41 Racine Rd. All feedback will be forwarded to the Senior Management team and will be addressed.