

Accessibility Policy - Our Commitment

Everlast Windows & Doors is committed to meeting the accessibility needs of persons with disabilities in a timely manner. Our strategy is to proactively prevent and remove barriers to accessibility and meet all regulatory requirements under applicable human rights and accessibility-related legislation.

Customer Service & Feedback

- **Accessible Feedback:** We welcome feedback in the format most convenient to the person providing/requesting it. Feedback is accepted in person directly, by telephone or in writing by email or letter to customer service reps or management. Customer survey is available and accessible on website. Any concerns or complaints are logged, assessed, and reviewed by management. If necessary, consultation will occur to determine resolution. Response and communication will be made directly to complainant. Customers can expect to hear back in 7 days.
- **Digital Accessibility:** We ensure our website and web content are designed to meet the needs of persons with disabilities.
- **Assistive Devices:** Persons with disabilities are permitted to use their own personal assistive devices to obtain, use, or benefit from our company's services.
- **Service Animals/Support Persons:** Persons accompanied by a certified service animal are permitted in all areas of our premises open to the public. When a person with a disability is accompanied by a support person, both individuals are granted equal access to our facilities.
- **Notice of Service Disruptions:** We will provide public notice of any temporary disruptions or closures affecting our facilities or services on our website and at our premises. This notice will include the reason for the disruption, expected duration, and available alternative options.

Recruitment & Hiring

- **Public Notice:** We notify job applicants and the public that accommodations are available upon request throughout the entire recruitment process. This notice is clearly specified in all job postings and on the careers section of our company website.
- **Selection Process:** Accommodations are available for applicants with disabilities regarding all recruitment-related materials and during the scheduling of interviews and assessments.
- **Job Offers:** When making offers of employment, we notify the successful applicant that workplace accommodations are available to support them if they have a disability.

Staff Training

We provide mandatory accessibility training to every person who interacts with the public or handles policies on our company's behalf. This training teaches staff how to communicate, interact, and support persons with disabilities in ways that take their specific needs into account. Training is delivered shortly after hire and updated whenever changes are made to our policies.

Emergency Procedures & Safety

- **Public Information:** When requested by the public, we provide our public safety and emergency procedures in an accessible format or with appropriate communication supports as quickly as possible.
- **Employee Safety Plans:** We create and update individualized emergency response plans for any employee who cannot follow standard evacuation routes due to a temporary or permanent disability. With the employee's permission, we will share this safety plan with the specific co-workers assigned to assist them during an emergency.

