

# Teknion Accessible Customer Service Policy

## **Providing Goods and Services to People with Disabilities**

Teknion is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Teknion understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Teknion is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Teknion is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will work with the person with a disability to determine what method of communication works for them.

## **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Teknion will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or service, if available.

Services/Facilities include:

- Elevators
- Accessible Curbs
- Accessible Parking

The notice will be made publicly available as the following locations:

- Elevator Doors

## **Training**

Teknion will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Training will take place following the commencement of employment as part of Teknion's On-Boarding program. Employees will also be trained when changes are made to legislation or our accessible customer service policies.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Teknion's policies related to 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 accessing Teknion's goods, services or facilities

## **Feedback process**

Teknion welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Teknion provides goods and services to people with disabilities can provide feedback in the following way(s):

1. Feedback form available on company website
2. By contacting David Rosenberg, Manager of Corporate Health and Safety at 416-661-1577 x2145 or email at [david.rosenberg@teknion.com](mailto:david.rosenberg@teknion.com)
3. By contacting the Human Resources department

All feedback, including complaints, will be handled in the following manner: Any complaints received will be responded to by Human Resources within five (5) business days with either (a) a resolution or (b) an update as to the steps that have been taken and/or will be taken, along with a timeframe of when further communication from the Company can be expected. The response will be provided in the format requested by the complainant. A copy of each form will be retained by Human Resources who will recommend continuous improvement initiatives on an ongoing basis.

## **Notice of availability**

Teknion will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

## **Policy Review**

Any policy, practice or procedure of Teknion that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed. This policy, including the training and feedback process, will be reviewed regularly.

Any inquiries regarding this policy or related processes can be directed to:

**David Rosenberg, Manager, Corporate Health & Safety**

416-661-1577 x2145

david.rosenberg@teknion.com