

Policy Name: **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**  
Issue Date: January 1, 2012  
Last Review Date: December 1, 2017  
Next Review Date: December 1, 2020

## **PURPOSE**

The purpose of this policy is to outline the practices and procedures adopted by ERCO Worldwide in order to comply with our obligations under Ontario's *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, and specifically, *Regulation 429/07 Accessibility Standards for Customer Service*.

## **SCOPE**

ERCO Worldwide is committed to giving 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 and in a similar way as other customers. It is the policy of ERCO Worldwide to make every reasonable effort to ensure that its policies, practices and procedures relating to the delivery of goods and services are consistent with the principles of independence, dignity, integration and equal opportunity. This policy applies to all employees, independent contractors, consultants, and other persons, who deal with customers on behalf of ERCO Worldwide.

## **DEFINITIONS**

### **Disability:**

- any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
- a condition of mental impairment, a mental disorder, a developmental or learning disability or dysfunction, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

**Service Animal:** Any animal used by a person for reasons relating to his or her disability, where, 1) it is readily apparent that the animal is being used for this purpose; or (2) the person provides a letter from the doctor or nurse confirming that the animal is required for this purpose.

## **OUR STANDARDS**

ERCO will meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

Approved: \_\_\_\_\_

Date: \_\_\_\_\_

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## **I. Communication**

We will communicate with people with disabilities in ways that take into account their disability whether in person, by telephone, electronically, by mail, visually, orally or by written means.

People with disabilities may use their own personal assistive devices, while accessing goods or services provided on our premises that are open to the public. A person with a disability may enter any part of our premises that are open to the public with that assistive device unless not allowed by law. If the device is not allowed by law, the person will be so advised and alternate options will be explored. If barriers to the use of an assistive device exist at any premises that are open to the public, these barriers, where reasonably possible, will be removed.

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

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or email. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

## **II. Service Animals and Support Persons**

A person with a disability accompanied by a service animal is permitted to enter parts of ERCO's premises that are open to the public and third parties with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then ERCO will ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the good and/or services.

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

## **III. Training**

ERCO Worldwide will provide training for all employees who interact with customers on behalf of ERCO Worldwide, or who are involved in developing client services policies, practices and procedures. The training will include information on the following:

- the purpose of the AODA and the requirements of the customer service standard
- how to communicate and interact with people with disabilities,
- how to interact with people who have an assistive device, or require the assistances of a service animal or support person,
- how to utilize assisted devices that are available on ERCO premises, and
- what to do if a person has difficulty accessing our goods and/or services.

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Employees will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

ERCO will also ensure that independent contractors, consultants, and other persons who deal with customers and third parties on behalf of ERCO Worldwide, obtain the required training.

#### **IV. Notice of Temporary Disruptions**

ERCO Worldwide will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption and anticipated duration. The notice will be posted appropriately at the facility and on the company web site when appropriate. When the disruption is planned, advanced notice will be provided.

#### **V. Feedback**

ERCO' prides itself on meeting and surpassing customer expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback received will assist in making improvements to customer service for people with disabilities.

Feedback regarding the way ERCO Worldwide provides goods and services to people with disabilities can be made by e-mail, verbally, letter or telephone. All feedback will be directed to the Vice President, Human Resources.

Mail: ERCO Worldwide  
302 The East Mall, Suite 200  
Toronto, Ontario M9B 6C7

Phone: (416) 239-7111  
Fax: (416) 239-0235  
Email: [ccowan@ercoworldwide.com](mailto:ccowan@ercoworldwide.com)

Where possible, concerns will be addressed immediately. However, some concerns may require more effort to address. In such cases, a response will be provided in a timely manner.

#### **VI. Availability of Documents**

ERCO's policies, practices and procedures related to the AODA are available to the public upon request. When a request is made for a document by a person with a disability, ERCO shall provide the document or the information contained in the document in a format that takes into account the person's disability.