



## Accessibility Standard for Customer Service - Ontario

### I. Policy Statement

Unilock is committed to excellence in serving all of our customers and to providing access to our products in a way that respects the dignity and independence of people with disabilities. Unilock strives to give customers with disabilities the opportunity to access our products in the same place and in a similar manner as other customers.

This policy addresses the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act (the “AODA”)

### II. Responsibility

It is the responsibility of the managers and supervisors to ensure that all employees follow the guidelines set out in this policy

Each manager and supervisor is responsible to ensure that all employees are trained under the Accessibility Standard for Customer Service as outlined in this policy.

The General Manager is responsible for reviewing all feedback related to this policy and will respond to that feedback within 3-5 business days as outlined in Section III, D of this policy (Feedback).

### III. Procedure

#### A. Definitions:

- **Assistive Devices** – We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- **Communication** – We will interact with customers in a manner that enables persons with disabilities to communicate effectively for the purposes of accessing information and/or our goods and services
- **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 is welcome to have a support person accompany them on our premises.



## **B. Notice of temporary disruption**

It is possible that from time to time there will be disruptions in service or an area that is temporarily unavailable due to renovations or unforeseen circumstances.

Whether the disruption in service is planned or unexpected, Unilock will provide as much notice as possible by posting a Notice of Disruption on the front door of the location.

This clearly posted Notice of Disruption will include the following information:

- Type of disruption
- Reason for disruption
- Anticipated duration of disruption
- Description of alternate facilities, if any
- Contact information

## **C. Training**

Unilock will provide training to all employees who deal with the public or act on behalf of Unilock or who deal with the public or any third party 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.

This includes, but is not limited to, the following individuals:

- All Managers
- Customer Service Staff
- All Shipping Staff, including Yard Personnel
- Inside Sales Personnel
- Credit Staff
- Reception

Training will generally be conducted during the new employee's Orientation session. An overview will also be done for all required positions as part of our Annual Employee Health and Safety Training sessions.



Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- Unilock's plan 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 support person
- What to do if a person with a disability is having difficulty in accessing Unilock's goods and services

Staff will also be trained when changes are made to this Policy.

#### **D. Feedback Process**

Customers who wish to provide feedback on the way Unilock provides goods and services to people with disabilities will have several options. The customer may choose whether to provide feedback orally (in person or by telephone), fill out a form that will be available onsite, or can be given an email address to send a note at a later date.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Unilock's services.

Whenever possible, complaints will be addressed immediately. However, some complaints may need to be escalated to a higher level.

All feedback will be directed to the General Manager for review and customers can expect acknowledgement in 3-5 business days. The acknowledgement will indicate when the matter will be addressed, when the customer will be notified and Unilock will commit to following up with any required action within the timeframe noted in the acknowledgement.

#### **E. Notice of Availability**

Unilock will notify the public that our policies are available for review on our website, as well as a written copy upon request in any of our Ontario locations.

#### **F. Modifications to This or Other Policies**

Any Unilock policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.