



| | |
|---|-----------------------------------|
| MANAGEMENT SYSTEM | Effective: January 1, 2012 |
| Accessible Customer Service Plan | |

Statement of Principles

This plan is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties.

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

All goods and services provided by Kinectrics Inc. or any of its subsidiary companies shall follow the principles of dignity, independence, integration and equal opportunity with respect to customers with disabilities.

Assistive Devices

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.

Communication

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

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.

If payment is required by a support person for admission to the premises Kinectrics Inc. will ensure that notice is given in advance by posting notice of admission fees for support persons where Kinectrics Inc. fees are posted.



Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (elevators, ramps, washrooms) Kinectrics 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 services, if available.

The notice will be placed at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Kinectrics Inc. website

Training for staff

Kinectrics will provide training to:

- a) employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on their behalf for example: salespersons, drivers, vendors, event operators, and third party marketing agents; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

This training will be provided to new staff during orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Kinectrics' 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 a support person
- How to use the equipment or devices that are available at our premises or that we provide that may help people with disabilities
- What to do if a person with a disability is having difficulty in accessing Kinectrics' goods and services

Staff will also be trained when changes are made to Kinectrics' plan.



Feedback process

Kinectrics shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by written communication, e-mail or website notification. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Customers can submit to:

Larry Gibbons, VP Human Resources
800 Kipling Avenue, Unit 2
Toronto, ON M8Z 6C4

Email: larry.gibbons@kinectrics.com

Phone: (416) 207-6335
www.kinectrics.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Kinectrics employee.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Modifications to this or other policies

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

David R. Harris
President and CEO

Issue Number: 1
Date of Issue:

Related Documents: