



Accessible Customer Service Standard Procedures

These procedures outline the Company's requirements for the Customer Service Standard under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"). The Customer Service Standard comes into effect January 1, 2012.

Communication

Meeting differential needs

We will communicate with people with disabilities in ways that take into account the specific needs of each individual, using a variety of different techniques to enhance interaction and provide goods and services effectively to that individual.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Using respectful terminology

We will be intentional in choosing terminology that is respectful and appropriate. The terminology we use can influence the way we see people and may unintentionally create a negative perception. The words we use can be very powerful. However unintentional, many words used to describe the nature of a disability can be demeaning and disrespectful.

All oral and written communications is inclusive of and positive toward people with a disability.

We will try to remember to put people first, to say "person with a disability" instead of "disabled person".

We avoid terminology that demeans people with disabilities (such as unfit, defective or incapacitated);

We avoid words such as "handicapped", "Crippled" and "Wheelchair- bound" or "confined to a wheelchair".

We do not refer to people by categories such as "the blind" or "the disabled".

Following communication guidelines

To assist people with disabilities access our goods and service, employees should utilize the following guidelines:

Treat people with disabilities with the same respect and consideration you offer everyone else. If you are not sure what to do, ask the individual, "May I help you?"

Ask before you offer help: don't just jump in. People often have their own way of doing things. Individuals with disabilities know if they need help and how you can provide it.

If you don't know someone, or if you are unfamiliar with disability, it's better to wait until the individual describes his or her situation to you, rather than make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

Some disabilities are not visible. Take the time to get to know the individuals' needs.

Speak normally, clearly and directly. Speak directly to a person with a disability, not to their interpreter or someone who is with them.

Be patient; give the individual time to explain him or herself.

Providing alternatives to telephone

We will offer to communicate with customers by email or text messaging if telephone communication is not suitable to their needs.

We will give careful consideration to whether consultations, meetings, and transaction methods are inclusive of people with disabilities.

When organizing meetings and seminars, we will make attempts to use facilities that cater for people with disabilities: e.g., ramps, handrails and lifts for people with mobility disabilities, access to toilets; inductive loop or radio systems to assist people with hearing impairments; sufficient lighting in the room; etc.

We welcome interpreters and other support persons to assist persons with disabilities attending meetings and seminars. Fees will not be charged for support persons.

Providing alternate formats

When preparing materials intended to be distributed to the public, customers and clients, we will consider the format of the material and its accessibility to the target audience.

We provide all our meeting documentation in accessible formats when these are requested.

We will consider whether alternative formats are required to facilitate access by a person with a disability.

We will target materials to the audience carefully to avoid excessive cost.

We will explore different options for making accessible formats available including:

- Distributing standard formats, and developing and providing alternative formats only upon request.
- Providing a pamphlet or booklet in accessible format, and supplementary documents upon request.

Management will be aware of the availability of alternative formats, and particular formats The Company is willing to provide upon request.

The Company will provide the following alternative formats upon request:

Internet: The internet is a highly suitable medium for many people with hearing, vision, mobility and manipulatory impairments. To make the publication most compatible to software that assists persons with disabilities, documents will be posted on our website in HTML format.

Electronic format: Providing information in an electronic format may be suitable for people with hearing, visions, mobility and/or manipulatory impairments. We will convert publications to HTML format to make them most compatible with accessibility software.

Large and illustrated print: Large print is targeted mainly to people with low vision. It refers to any printed matter that uses a font that is 14 point or larger. Illustrated print is designed to provide a quick visual outline of a message. It is often preferred by people with an intellectual disability, people with some vision impairments and can also assist people from culturally and linguistically diverse backgrounds. The Company will provide large print on an as needs basis upon request, and will explore the availability of illustrative print upon request.

Easy English: This format is useful if providing information specifically to people with intellectual disabilities or limited reading skills. The information is summarized and expressed in short sentences that each conveys a single idea or concept. The Company's materials are prepared in straightforward language. Upon request, explanations about materials provided will be given in Plain Language. The Company will provide information about events and services in a variety of media, e.g., website, print materials, and information provided over the telephone or by fax and email.

The Company will ensure that all facilities have clear signs that include internationally recognized symbols and indicators.

Use of service animals

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

We will also ensure that management, staff and consultants dealing with the public, our clients and seminar participants are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Use of support persons

A person with a disability who is accompanied by a support person will be welcomed on the premises and at any events of The Company.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Access will be in accordance with normal security procedures.

All employees will remember to direct all communications directly to the person with a disability not to their support person.

In some cases, a support person may have to agree to rules or requirements that are specific to the kinds of goods or services provided. For example, where confidentiality is important because of the kind of information discussed, we may require the support person to sign a confidentiality agreement prior to the disclosure of information. A copy of the signed consent form will be retained at The Company's offices.

In this event, consent of disclosure will first be obtained from the person with a disability prior to discussing or releasing confidential personal information in the presence of the support person.

If the person with a disability uses a different support person for a subsequent meeting, a new signed consent will be required.

Notice of temporary disruption

Planned or unexpected disruption in service

We will provide notice to customers with disabilities in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

If a disruption in service is planned and expected, we will provide notice as far in advance of the disruption as possible so that persons with disabilities will have adequate time to plan and make alternative arrangements.

We will provide notice by posting information on The Company's websites, or by any other method that may be reasonable under the circumstances.

If a disruption is unexpected, we will provide notice as soon as possible after the disruption has been identified.

Generally, disruptions such as during a power outage do not require special notice. However, if the disruption has a significant impact on people with disabilities, we will provide the notice of disruption in an appropriate manner as soon as possible.

From time to time we may not have direct control over facilities or services. In these circumstances, we will work with the organization that does have control over the facility/service in order to ensure a notice of temporary disruption is posted.

The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternate facilities, services or alternative mechanisms to access the goods/services.

The Employees are responsible for the safe evacuation of people with disabilities during emergencies.

Training Staff

Designated employees will be trained on policies, practices and procedures affecting the way services are provided to people living with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training is developed and delivered during Corporate Orientation and as required when an employee transfers to a position where they are required to deal with the public.

Content of training

Training will include the following:

- The purpose of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the Customer Service Standard
- Information regarding The Company's policies and procedures relating to the Customer Service Standards, (e.g., customer service, assistive devices, communication, service animals, support persons, disruption of service, feedback processes, etc.)
- How to interact and communicate with people with various types of disabilities
- What to do if a person with a particular type of disability is having difficulty accessing our goods and services
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use any equipment or devices that The Company may purchase over time to assist staff or customers with disabilities or otherwise that may help with the provision of goods or services to people with disabilities.

Record keeping

We will keep a record of all training provided on the AODA Customer Service Standard, as required by the customer service regulation under the AODA and Regulation 429/07.

A record will also be kept of when and how the training was done for each employee.

Information about these records will be made available upon request.

In determining a suitable format, The Company will work with the person with a disability to ensure that the documentation or information provided is in a format that meets their disability-specific needs.

Any information released will be in compliance with applicable privacy legislation.

Feedback Process

The ultimate goal of Axiomatic Technologies is to meet and surpass customer expectations while serving customers living with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

On website: www.axiomatic.com by using Accessibility Feedback Form

By emailing: elizabeth.maszlejak@axiomatic.com

By faxing: 605 625 3230

You may also provide feedback in person by arranging an appointment with our Company Representative Elizabeth Maszlejak by calling 905 602 9270 ext 227

All feedback regardless of format will be directed to appropriate staff. Customers can expect to hear back within 3 (ten) business days.

Modifications to this or other policies and procedures

No changes will be made to this policy before considering the impact on persons living with disabilities.

Any Axiomatic Technologies operational policy affecting customer service that does not respect and promote the dignity and independence of persons living with disabilities will be modified or revoked.

Questions about our Company Policy or Procedures

Our Company Policy exists to achieve service excellence when dealing with all persons.

If anyone wishes to receive a copy of the Policy and/or Procedures in an alternate format or has a question about their content or purpose, please contact:

Elizabeth Maszlejak

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