

## **AODA – CUSTOMER SERVICE POLICY**

**Effective: January 1, 2012**

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

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#### **PURPOSE:**

To comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). AODA's goal is to make Ontario accessible to people with disabilities by 2025. The Accessibility Standards for Customer Service have been created to ensure that goods and services are accessible to all Ontarians and that persons with disabilities are treated with respect, dignity and equality.

#### **POLICY:**

CPI Card Group – Canada is committed to excellence in serving all customers including people with disabilities. We strive to provide services in a way that respects the dignity and independence of persons with disabilities. CPI Card Group - Canada is committed to ensuring that persons with disabilities receive accessible services of the same quality that others receive.

This Policy has been prepared to meet the compliance requirements of the AODA and to articulate what people may expect from CPI Card Group - Canada in regard to this standard.

CPI Card Group - Canada believes that whether a person's disability is apparent or not, everyone should be made to feel welcome and be treated with courtesy and respect whenever they interact with CPI Card Group - Canada personnel.

#### **Assistive Devices**

CPI Card Group - Canada is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services.

CPI Card Group - Canada will ensure that employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

#### **Service animals**

Persons with disabilities may bring their service animal on the parts of CPI Card Group - Canada premises that are open to the public or other third parties. CPI Card Group - Canada will ensure that all employees, volunteers and third parties dealing

with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

There may be certain restricted areas where a service animal may not be permitted. In these instances, managers will suggest appropriate alternatives and provide assistance.

### **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.

### **Communication**

CPI Card Group - Canada will communicate with people with disabilities in ways that take into account their disability.

### **Notice of temporary disruptions**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, CPI Card Group – Canada will notify customers promptly. This notice will be posted at our office at 460 Applewood Crescent, Concord, ON and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training**

CPI Card Group - Canada will provide training to employees who deal with the public.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- CPI Card Group – Canada’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 a support person

- How to use any equipment or devices available to help provide services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing CPI Card Group – Canada’s goods and services

## **Feedback process**

Customers who wish to provide feedback on the way CPI Card Group – Canada provides goods and services to people with disabilities can do so by the following methods:

- Online on CPI Card Group - Canada’s website [www.cpicardgroup.com](http://www.cpicardgroup.com)
- By telephoning our Human Resources Department – (905) 761-4750
- By email at [hr-can@cpicardgroup.com](mailto:hr-can@cpicardgroup.com)
- In person or by mail at 460 Applewood Crescent, Concord, ON L4K 4Z3

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve CPI Card Group - Canada services. Feedback received will be redirected to an appropriate contact person in the relevant unit of CPI Card Group - Canada, as appropriate.

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly involving a number of elements within CPI Card Group - Canada.

Individuals offering feedback can expect acknowledgement of that feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. CPI Card Group - Canada will follow up on any actions arising from the feedback and the timeframe for implementation will be provided as part of the notification of outcome.

Feedback will be in a format that is accessible to the complainant.