

Policy Title:	Accessible Customer Service Policy		
Content Owner:	Acklin Tellis	Document #:	CORP-PC-10786-en
Content Owner Position:	Vice-President, People & Culture..	Revision #:	5

For questions regarding this document, contact the Content Owner

1.0 PURPOSE

The purpose of this Accessible Customer Service Policy is to describe BGIS Global Integrated Solutions (BGIS) policies, practices, and procedures for provision of its goods and services to persons with disabilities with respect to the use of assistive devices, service animals, and support persons, steps to be taken in connection with a temporary disruption, training, and feedback.

2.0 SCOPE

This policy applies to all BGIS Canada locations in Ontario and provision of goods and services in Ontario to persons with disabilities.

3.0 ROLES & RESPONSIBILITIES

Role	Responsibilities
Team Members	<ul style="list-style-type: none"> Team Members will communicate with persons with disabilities in ways that takes into account their disabilities

4.0 POLICY

Provision of Goods and Services to Persons with Disabilities

Assistive devices

A person with a disability may provide his or her own assistive device to obtain, use and benefit from BGIS goods or services.

Exceptions may occur in situations where BGIS has determined that the assistive device may pose a risk to the health or safety of a person with a disability or others on BGIS premises. In such situations, BGIS may offer other reasonable measures to enable the person to obtain, use and benefit from BGIS goods or services.

It is the responsibility of the person with an assistive device to ensure that the assistive device is operated in a safe and controlled manner at all times.

Service animals

A person with a disability may enter premises owned or operated by BGIS accompanied by a service animal and keep the animal with him or her if the public or third parties have access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, BGIS will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from BGIS goods or services.

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It is the responsibility of the person with a service animal to ensure that the service animal is kept in control at all times.

Support persons

A person with a disability may enter premises owned or operated by BGIS with a support person and have access to the support person while on the premises if the public or third parties have access to the premises.

In addition, BGIS may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

A person with a disability shall not be prevented from having access to the support person while on the BGIS premises.

Notice of temporary disruption of services

BGIS will provide notice to the public of any temporary disruption to facilities or services usually used by persons with disabilities to obtain, use or benefit from BGIS goods or services.

BGIS notice will include the following information about the disruption:

- (a) The reason for the disruption;
- (b) Its anticipated duration; and
- (c) A description of alternative facilities or services, if any, that are available.

The notice will be posted in a conspicuous place on the premises, on BGIS website, or by another reasonable method.

Training of staff, etc.

BGIS will provide training to every person who deals with members of the public or other third parties on behalf of BGIS Canada, including employees, agents, volunteers, and others. In addition, BGIS will provide training to every person who participates in developing policies, procedures and practices governing the provision of goods or services to members of the public or other third parties.

The training will include the following:

- (1) Review of the purposes of the Ontario *Accessibility for Ontarians with Disabilities Act, 2005*;
- (2) Requirements of the Accessibility Standards for Customer Service (O. Reg. 497/07); and

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- (3) Instruction about the following matters:
 - (a) How to interact and communicate with persons with various types of disability.
 - (b) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
 - (c) How to use equipment or devices available on BGIS premises or otherwise provided by BGIS that may help with the provision of goods or services to a person with a disability.
 - (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The training will be provided to each person as soon as practicable after he or she is assigned the applicable duties. The training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

BGIS shall keep records of the training provided under this Accessible Customer Service Policy, including the dates on which the training is provided and the number of individuals to whom it is provided.

Feedback

BGIS shall receive feedback from any person about the manner in which it provides goods or services to persons with disabilities by any of the following methods:

- (a) In writing or on diskette delivered to:
 - BGIS
 - 4175 14th Avenue
 - Markham, ON L3R 0J2
 - Attention: Ron Shory, Senior VP People & Culture
- (b) Telephone: (416) 995-7235
- (c) Facsimile: (416) 479-3443
- (d) E-mail: ron.shory@bgis.com

If a person wishes to be contacted regarding his or her feedback, BGIS shall provide a response upon request.

All complaints shall be investigated by BGIS with a desired attempt to resolve the complaint and to determine and implement an acceptable method of providing BGIS goods and services to any person with a disability.

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5.0 DEFINITIONS

Word/Acronym	Definition
Assistive device	A device used to replace, compensate for, or improve the functional abilities of people with disabilities. Assistive devices include a broad range of items such as mobility and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls, and respiratory devices.
Disability	<ul style="list-style-type: none"> a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, b) a condition of mental impairment or a developmental disability, c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, d) a mental disorder, or e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Ontario Workplace Safety and Insurance Act, 1997
Guide dog	A dog trained as a guide for a blind person and having the qualifications prescribed by law.
Service animal	An animal, including a guide dog, for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
Support person	In relation to a person with a disability, another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods or services.

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6.0 REFERENCES

Document #	Document Title
N/A	N/A

7.0 REVISION HISTORY

Revision #	Description of Change
1	Updated to standard policy template
2	Transferred policy to the most current template
3	Revised Roles and Responsibility section. Updated email, phone and fax number.
4	Updated title of contact person
5	Replace Human Resources and update to People & Culture.

UNCONTROLLED WHEN PRINTED