

<b>Domtech</b>	<b>Domtech General Policy</b>	
<b>GP001</b>	<b>Accessible Customer Service Policy</b>	
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## Policy

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

## Scope

This policy applies to all Domtech employees.

## Purpose

This policy is intended to:

- Ensure customers with disabilities receive excellent customer service
- Ensure staff are aware of the needs of customers with disabilities
- Ensure Domtech is in compliance with regulatory requirements

## Procedures

1. Staff will be trained and will be familiar with any assistive devices on site, or provided, that may be used by customers with disabilities while accessing our goods or services.
2. Staff will communicate with people with disabilities in ways that take into account their disability.
3. People with disabilities and their service animals will be welcomed.
4. People with disabilities who are accompanied by support persons will be allowed to have that person accompany them on our premises and no fees will be charged.
5. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, a notice will be promptly placed at the front office reception area. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services available.
6. Staff will be trained, as appropriate to their job function, on this policy and its practices. New hires will be trained as part of initial orientation training. The training will include:
  - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
  - Domtech'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
  - What to do if a person with a disability is having difficulty in accessing Domtech's goods and services

Staff will also be trained when changes are made to the plan.
7. Customers who wish to provide feedback on the way Domtech provides goods and services to people with disabilities can send an email message to the Marketing Manager at sales@domtech.net. All feedback, including complaints, will be reviewed by the Marketing Manager. Customers can expect a response within ten (10) business days.

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8. Domtech will notify the public that our policies are available upon request by posting a notice in the front office reception area or on the company's website.
9. Any Domtech policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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**Revision History:**

<b>Rev.</b>	<b>Date</b>	<b>D/C #</b>	<b>Description of Change</b>
0	2013-06-28		
1	2017-10-30		Various updates

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