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<b>Approved By:</b>	<u>Signature on File</u> <b>Ron Hawco</b>	<b>Position</b>	<b>Business Unit Manager Business Support</b>

## Accessible Customer Service Policy

### 1. Policy Framework

#### **Our commitment**

Simcoe Parts Service Inc. is committed to excellence in serving all customers including people with disabilities. This commitment is closely bound to our corporate philosophy and ideal image of the Company:

#### **Corporate Philosophy**

“Building Business Success by Exceeding our Customers’ Expectations through the Satisfaction and Contribution of all Associates.”

#### **Ideal Image of the Company**

1. Safety must be part of everybody’s job.
2. A place where people are proud to work.
3. Associates with high standards and respect for fair rules and regulations.
4. Support the development of Associates.
5. Rely totally upon team effort to achieve goals.
6. A place where Associates feel that the company is one with the community.
7. Provide the best customer care.
8. Avoid creating problems for our customers; proactively identify potential issues.
9. Be sensitive and responsive to customers’ needs and rapid changes in the market.
10. Become the most advanced total logistics management expert.

We value the contributions that all of our Associates make and opportunities our Customers provide. SPS will strive to provide a barrier-free environment for both our Customers and our Associates, and provide service to people with disabilities in a manner that respects their dignity and independence.

## **The AODA**

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. A standard for customer service (the “Customer Service Standard”) has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian.

## **Scope**

This Policy applies to all persons who deal with members of the public or other third parties on behalf of SPS in Ontario, employees having direct contact with external customers and other third parties (i.e. Reception, Administration, Human Resources, Customer Relations, etc.). For the purposes of this Policy, “customer” refers to any external or third party that visits SPS’s facilities or seeks to access our goods and services either in person or through other means.

## **2. Accessibility of Services**

### **Assistive devices**

Customers with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavor to remove that barrier. If we are not able to remove the barrier, we will ask the customer how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make reasonable efforts to provide an alternative means of assistance to the customer with a disability.

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.

It is the responsibility of the customer using the Service Animal to ensure that the Service Animal is kept in control at all times.

## **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.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities: Simcoe Parts Service Inc. 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 all Simcoe Parts Service Inc. locations.

## **3. Training and Records**

### **Training for staff**

Simcoe Parts Service Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. All Simcoe Parts Service Inc. employees will be trained.

This training will be provided to staff within two weeks of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Simcoe Parts Service Inc. accessible customer service plan.
- 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 may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Simcoe Parts Service Inc. goods and services.

Staff will also be trained when changes are made to your accessible customer service plan.

## **4. Feedback Procedure**

### **Feedback process**

There are a number of ways that individuals may provide feedback to SPS:

- By email, to: [accessibility@simcoeparts.com](mailto:accessibility@simcoeparts.com)
- By contacting SPS by phone at: (705) 435-7814
- In writing, by sending or hand delivering feedback to the SPS main office at the following address:

Attention: Associate Services,  
Simcoe Parts Service Inc.  
P.O. Box 905,  
6795 Industrial Parkway  
Alliston, Ontario, L9R-1W1

SPS is prepared to provide accessible formats and communication supports for persons with disabilities who wish to provide feedback to SPS, upon request. Please contact us using any of the contact methods listed above to request accessible formats and communication supports.

## **Responding to Feedback**

SPS will respond to all feedback received as soon as practicable, and acknowledge receipt of the feedback within two (2) business days. A reply will be provided in the format requested by the customer, by email, phone or in writing, if practicable. The response will contain an acknowledgement of the receipt of the customer's feedback, and outline any further action(s) to be taken. Where appropriate, feedback will be taken into consideration as part of the ongoing review of this Policy. Complaints will be addressed according to our organization's regular complaint management procedures.

## **5. Notice of Availability of Documents**

This Policy and the related procedures will be made available to the public and customers upon request. This Policy will be posted on SPS's external internet website at <http://www.simcoeparts.com/about-us/accessibility.php> . SPS will provide documents, or the information contained in documents, required to be provided under the Customer Service Standard to a customer with a disability in a format that takes into account the customer's disability, upon request

## **6. Modifications to this or other policies**

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