



## **ACCESSIBLE CUSTOMER SERVICE PLAN**

### **PROVIDING ACCESSIBLE GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

Eikon Device Inc. is committed to excellence in serving all customers including people with disabilities.

#### ***Assistive Devices***

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide, 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 in the areas of our premises that are open to the public.

#### ***Support Persons***

A person with a disability who is accompanied by a support person will be allowed to have the person accompany them on our premises. Eikon will not charge a admission fee to a support person accompanying a person with a disability.

#### ***Notice of Temporary Service Disruption***

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Eikon Device will notify customers promptly. This clearly posted notice will

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include information regarding the reason for the disruption, the anticipated length of time, and a description of alternate facilities or services if available.

The notice will be posted at all public entrances, on Eikon Device's social media sites, our automated telephone system, and on our company website if applicable.

## ***Training***

Eikon Device will provide training to employees and others who deal with the public or other third parties on our behalf. Training will also be provided to the people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Executive Team (President, COO, Vice President, Directors)
- Executive Assistant
- Managers
- Supervisors
- Customer Service Representatives
- Accountant
- Financial Analyst
- Finance Intern
- Purchaser
- Human Resources Advisor
- Human Resources Intern
- Marketing Intern
- Independent Consultants

This training will be provided to staff within the first week of their being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- Eikon Device's plan related to the Customer Service Standard
- How to interact and communicate with people with various types of disabilities

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- 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 the assistive devices on-site, or provided by Eikon Device, if applicable.
- What to do if a person with a disability is having difficulty accessing Eikon Device's goods and services

Staff will be trained when any changes are made to our plan.

## ***Feedback***

Customers who wish to provide feedback on the way Eikon Device provides goods and services to people with disabilities can do so verbally, via email, regular mail or phone.

All feedback, including complaints, will be reviewed by the President of Eikon Device. Customer can expect to receive a response to their feedback within 5 business days.

## ***Notice of Availability***

Eikon will notify the public that our policies are available by posting a link to our policy on our website, our social media pages and by request.

## ***Modification to this or other policies***

Any policy of Eikon Device that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.