

ACCESSIBLE CUSTOMER SERVICE (ONTARIO ONLY) POLICY

Policy Number	<i>HRCAN-178WP</i>
Policy Date	<i>August 19, 2014</i>
Replaces	<i>December 31, 2012</i>
Issuing Authority	Human Resources
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1.0 PURPOSE & SCOPE

At WORLD PAC, we are committed to serving all our customers with exceptional facilities, goods, and services. Making our facilities, goods, and services accessible to persons with disabilities is an important part of this commitment to superior customer service.

We strive to provide our facilities, goods, and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our facilities, goods, and services and allowing them to benefit from the same facilities, goods, and services in the same place and in a similar way as other customers.

This policy establishes our commitment to accessible customer service under the Accessibility for Ontarians with Disabilities Act, 2005.

2.0 Application

The WORLD PAC Accessible Customer Service Policy (“the Policy”) applies to all employees, managers, and customers of WORLD PAC, and to any third parties (e.g., contractors) who are engaged to provide our facilities, goods, and services to the public on our behalf.

3.0 Communication

Accessible Mediums of Communication WORLD PAC seeks to communicate with members of the public in a manner that is accessible. We currently employ communication methods that include: Live Agents, Print, Radio, Telephone, Email, Internet and Fax. A pad of paper and pen are always available at the Customer Counter in our retail stores. When communicating with people with disabilities, we will do so in ways that take into account their disability. Accordingly, we will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

4.0 Assistive devices

People with disabilities are welcome to use their own personal assistive devices (e.g., white cane, wheelchair, hearing and visual aids) in order to access or use our facilities and obtain our products and services. We will train our staff to become familiar with various assistive devices that may be used by customers with disabilities while accessing our facilities, goods, and services. We will also ensure that staff knows how to use assistive devices that are available for customers on our premises.

5.0 Service animals and support persons

People with disabilities who are accompanied by a service animal are welcome on all parts of our facilities that are open to the public and other third parties. Customers may keep the animal with him/her unless excluded by law, in which case, we will consider alternative measures to access to our facilities, goods, and services. Our staff and others dealing with the public on our behalf will be trained on how to interact with people with disabilities who are accompanied by a service animal.

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Any person with a disability who is accompanied by a support person will be allowed to enter our facilities with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

6.0 Notice of temporary disruption

In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, WORLD PAC will post a notice about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at or near the affected facility or service and/or through other means (e.g., website) where necessary.

7.0 Training for staff

We will provide training to all staff who provide a service on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of 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 various assistive devices available on our premises, if any
- What to do if a person with a disability is having difficulty in accessing our facilities and services
- WORLD PAC's policies, practices and procedures relating to the customer service standard.

Timing of Training:

- Training will be provided to all persons to whom this Policy applies as soon as is practicable after he or she is assigned the applicable duties, generally within thirty (30) days of original hire date. Training will also be provided on an ongoing basis when WORLD PAC's policies and procedures change regarding the provision of goods and services to persons with disabilities. Supervisors are responsible for ensuring compliance with training deadlines for their direct reports.
- Training Documentation: Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Act.
- Employees are required to acknowledge on line having received AODA training

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8. Implementation

WORLD PAC has created an Accessibility Committee responsible for:

- Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.
- Developing and implementing an accessibility training program as required under the Act.
- Developing a feedback procedure as required under the Act.
- Filing Accessibility Reports as required under section 14 of the Act.

Feedback process

WORLD PAC has a feedback protocol to enable it to receive and respond to comments, including complaints. We welcome any feedback on our facilities, goods, and services from people with disabilities. Where possible, WORLD PAC will respond to feedback within five (5) business days of the date that it is received. In certain circumstances, specific action may be required to effectively address feedback, including but not limited to conducting an internal review of the WORLD PAC policies, practices and procedures. In such cases, the customer will receive an acknowledgement that their feedback has been received within five (5) business days and we will respond as soon as is practicable and reasonable thereafter.

Feedback procedure Feedback can be provided at any of our branches in person, or by writing, phone, fax or email to:

WORLD PAC
Attn: Human Resources Department
6801 Columbus Road
Mississauga, Ontario L5T 2G9

Phone: (905) 238-9850

Fax: (866) 453-9483

Email: hfile@worldpac.com

Link to a copy of the policy will be available on the WORLD PAC intranet

DOCUMENTATION TO BE MADE AVAILABLE: This Policy, and related practices and protocols shall be made available to any member of the public upon request. WORLD PAC will provide documents, or the information contained in documents, required to be provided under the Accessibility Standard for Customer Service, to a person with a disability in a format that takes the person's disability into account.