	Document Title:	Document Number:	CCE_HR_012
	AODA - Markdom Customer Service Policy	Process Owner:	Human Resources Manager
		Revision Number:	004
		Revision Date:	4/29/2024

AODA - Markdom Customer Service Policy

1. Our Mission

Markdom is committed to excellence in serving all customers.

2. Our Commitment

In fulfilling our mission, we will provide our goods and services in a way that respects the dignity and independence of people with disabilities. We will provide people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and services to people with disabilities

We will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities, and how to communicate with customers over the telephone in clear and plain language. We will offer to communicate with customers by any other applicable means of communication if telephone communication is not suitable to their needs or is not available.

3.2 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.


3.3 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print and e-mail.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal or support person on the parts of our premises that are open to the public and other third parties. We will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Any person with a disability who is accompanied by a support person will be allowed to enter the premises with his or her support person.

5. Notice of temporary disruption

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We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information 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 all public entrances on our premises.

6. Training

Markdom will provide training to all employees, volunteers and others who deal with the public or other third parties on their 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 the equipment available on Markdom’s premises or otherwise that may help with the provision of goods or services to people with disabilities
- ✓ What to do if a person with a disability is having difficulty in accessing Markdom’s goods and services
- ✓ Markdom’s policies, practices and procedures relating to the customer service standard

Markdom understands that training is a key component of understanding how to provide accessible customer service therefore all new employees will be required to complete training upon commencing their employment. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.


7. Feedback process

Feedback regarding the way Markdom. provides goods and services to persons with disabilities is part of our commitment to provide accessible customer service. Markdom. welcomes feedback and the ability to respond. Feedback can be made through the following avenues:

1. Contact the Human Resources Department at (416) 752 – 4290 ext. 238
2. Complete a Feedback Form in person at the Reception
3. In writing to:

*Markdom Human Resources
1220 Birchmount Road
Toronto, ON M1P 2C6*

Upon receiving feedback, Markdom. will investigate the submission and meet with the appropriate personnel to resolve the issue and ensure no similar instances occur in the future.

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We will then follow up with the individual who provided us with feedback regarding our provision of goods and services to persons with disabilities.

8. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Human Resources department at Markdom. This policy is available to the public upon request.