

Walker's/Capital Group of Companies Limited

Accessibility for Ontarians Act 2005  
Customer Service Policy Statement

## **“EVERYONE WELCOME”**

Introduction:

This policy contains statements that meet the requirement of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

Policy Statement:

### 1. Our Commitment

In fulfilling our mission, Walker's/Capital Group of Companies Limited strives at all times to provide its services in a way that respects the dignity and independence of customers with disabilities. We are also committed to giving customers with disabilities the same opportunities to access our goods and services in the same place and in a similar way as other customers.

### 2. Providing Goods & Services to People With Disabilities

Walker's/Capital Group of Companies Limited is committed to excellence in serving all people with disabilities and we will carry out our functions and responsibilities in the following ways;

- providing in home estimates
- providing assistance with printed materials and estimates for those with reading/seeing disabilities
- delivering goods for those who have accessibility issues

### 3. Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will attempt to provide materials in a format that is accessible for people with disabilities.

We will train staff on how to interact and communicate with customers with various types of disabilities.

#### 4. Telephone Services

We are committed to providing accessible telephone services to our customers.

We will train office staff on how to interact and communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by post or email if telephone communication is not suitable to their communication needs, or is not available.

#### 5. Assistive Devices

We are committed to serving people who use assistive devices.

#### 6. Use of Service Animals and Support Persons

We are committed to welcoming customers who are accompanied by a service animal on parts of our premises that are open to the public.

We will ensure that all staff dealing with customers are trained on how to interact with customers who are accompanied by a service animal.

We are committed to welcoming customers who are accompanied by a support person.

#### 7. Training of Staff

The Walker's/Capital Group of Companies Limited Accessibility Committee will be responsible for coordinating the training for all employees and contractors who deal with customers.

#### 8. Accessibility Committee

Our operations department, moving consultants will work together to accommodate all issues relating to accessibility in consultation with management.

#### 9. Feedback Process

The ultimate goal of Walker's/Capital Group of Companies is to meet and surpass expectations while serving all customers, including those with disabilities. Comments

on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide services to customers with disabilities can be made to any member of the Accessibility Committee verbally, by email or by mail. All feedback will be reviewed by the Accessibility Committee. Customers can expect to hear back in seven days.

Confidentiality will be respected.

Complaints will be addressed according to the procedures outlined by the Accessibility Committee. Complaint procedures will be documented and made available to management.