



## Customer Service Policy: Providing Goods & Services to People with Disabilities

### *Purpose*

The Accessibility for Ontarians with Disabilities Act 2005 (AODA) is Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, building, structures and premises on or before January 1, 2025.

Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008 and applies to all employees as of January 1, 2012. This regulation establishes accessibility standards specific to customer service for private sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 and addresses the following:

- The provisions of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruption in service and facilities
- Employee training
- Feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents and meetings

BIC Inc. is committed to excellence in dealing with all customers including people with disabilities. We strive at all times to provide our 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 services and allowing them to benefit from the same services, in the same place and in a similar way as other individuals. In this policy “customers” means a member of the public and other third parties.



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

***Communication***

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

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

***Telephone services***

We are committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly, as might be required.

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

***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 employees are trained and familiar with various assistive devices that may be used by our customers with disabilities while accessing our goods or services.

Where it is not possible for a person with a disability to use his/her own assistive device, BIC Inc. will attempt to find another way of providing goods and services to the person with a disability.

***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 also ensure that all employees and others dealing with the public on BIC's behalf are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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.

***Notice of temporary disruption***

BIC Inc. will provide customers with notice in the event of a planned or unexpected disruption in our facilities or services. 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 and service counters on our premises.



### ***Employee Training***

Training will be provided to all employees, temps and others who deal with the public or other third parties on behalf of BIC, and all those who are involved in the development and approval of customer service policies, practices and procedures.

Training will be provided as soon as practicable after the employee becomes responsible for one or more of the duties described above.

Training will include the following:

- A review of the purpose of the Act and the requirements of the Customer Service Standard and this Policy;
- 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 equipment or devices available on BIC's premises, that may help with the provision of goods or services to a person with a disability; and
- What to do if a person with a disability is having difficulty in accessing BIC' goods and services

Records of the training provided, including a summary of the content of the training, the dates on which the training is provided and the number of employees to whom the training is provided shall be maintained in accordance to the requirements of the Customer Service Standard. Employees will be trained on an ongoing basis when changes are made to these policies, practices and procedures of this policy.

### ***Feedback process***

BIC Inc. welcomes and appreciates feedback regarding this policy and its implementation as well as the manner in which it provides good and services to persons with disabilities.

Feedback may be provided in any of the following ways:

- I. In person at BIC's premises. Feedback should be provided directly to Human Resources Department
- II. By telephone at (416)742-9173
- III. In writing to: BIC Inc. 155 Oakdale Road, M3N 1W2, Attention Human Resources Department
- IV. Electronically to [hr.canada@bicworld.com](mailto:hr.canada@bicworld.com)

BIC will make reasonable efforts to resolve complaints at the time that they are made.

Persons who wish to be contacted about their complaint will be contacted by a BIC representative. BIC will make reasonable efforts to provide responses to complaints in a manner that is accessible to the complainant.



***Modifications to this or other policies***

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

***Questions about this policy***

This policy exists to achieve service excellence to customers with disabilities. If anyone has any question about the policy, or if the purpose of the policy is not understood, please contact BIC 's Human Resources Department.

