

Thomson-Gordon Group Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Thomson-Gordon Group is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

Thomson-Gordon Group will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

Thomson-Gordon Group 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 on the parts 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 that person accompany them on our premises.

Training for Employees

Thomson-Gordon will provide training to employees who deal with the public or other third parties on their behalf.

Individual in the following positions will be trained:

Reception, Customer Service, After Sales Service, Accounting, Marketing, Engineering, Human Resources, Customer Service, Exporting, Sales, President & Owner.

Training will include:

- An overview of the accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Thomson-Gordon Group's plan related to 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 equipment or devices available on-site that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Thomson-Gordon Group's goods and services.

Refresher training will occur when changes are made to this plan.

Feedback Process

Customers who wish to provide feedback on the way Thomson-Gordon Group provides goods and services to people with disabilities can email to donnam@thomson-gordon.com.

Customers can expect to hear back within 10 working days.

Modifications of this or other policies

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