

# **Thordon Bearings Inc. /Thomson-Gordon Group**

## **Accessible Customer Service Policy**

### *Providing Goods and Services to People with Disabilities*

All goods and services provided by the Thomson Gordon Group Inc. (TGG) will follow the principles of dignity, independence, integration, and equal opportunity.

This policy meets the requirements of the customer service standards included in the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

### **Purpose**

TGG will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a health and safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual accommodation needs when providing goods and services;
- Communicating in a manner that takes into account the customer's disability.

### **The Use of Assistive Devices**

#### Customer's Own Assistive Devices

- Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the company.
- In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.
- For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank might involve ensuring the customer is in a location that would be considered safe for both the customer and business.
- Alternatively, where elevators are not present and where a customer requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

### **Guide Dogs and Service Animals**

A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “

Staff may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal.

### **The Use of Support Persons**

If a customer with a disability is accompanied by a support person, Thordon Bearings Inc. will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

## **Training**

Training will be provided to:

- Every employee of or a volunteer with TGG.
- Every person who participates in developing the policies of TGG.; and
- Every other person who provides goods, services, or facilities on behalf of TGG

TGG will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents, and contractors during orientation. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

### Record of Training

TGG will keep a record of training that includes the dates training was provided and the number of employees who attended the training

## **Customer Feedback**

TGG shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on our Company website. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

### Submitting Feedback

Customers can submit feedback to:

Laura Reade, Human Resource Manager  
[laurar@thomson-gordon.com](mailto:laurar@thomson-gordon.com)

## **Notice of Availability and Format of Documents to Customers**

TGG shall notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Thomson Gordon Group Inc., the website of TGG, and any other reasonable method.

## **Administration**

If you have any questions or concerns about this policy or its related procedures, please contact:

Laura Reade, Human Resource Manager  
[laurar@thomson-gordon.com](mailto:laurar@thomson-gordon.com)

*This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.*