



The McAteer Group of Companies

Customer Service Accessibility Policy, Practices and Procedures

December 2013

The McAteer Group of Companies is committed to excellence in serving all customers including people with disabilities. We believe that all people should be treated with respect, dignity and in a way that allows them to maintain their independence. We are committed to inclusion and equal opportunity. We will meet the needs of people with disabilities by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disability Act (AODA).

We will ensure compliance with this Accessibility Policy in the following manner:

1) Training

We provide training to employees, contractors and others providing service to customers on behalf of The McAteer Group of Companies, on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities.

2) Information and Communication

We are committed to providing information so that it is accessible to people with disabilities. In situations where we are unable to communicate with a customer in a traditional manner, we will suggest ways to communicate in a manner so that the customer will be able to understand the information. Our Customer Service Standard has more information on this. We also are very open to feedback on ways to improve our communication with people with disabilities.

3) Employment

We are an equal opportunity employer, committed to fair and accessible employment practices. We will accommodate people with disabilities during the recruitment, interview and hiring stage of the employment process.

We will work employees and third parties to create individual accommodation plans for people with disabilities and employees returning to work after having been absent due to a disability.

- 4) We are committed to removing barriers that prevent a person with disabilities from receiving service by The McAteer Group of Companies. These barriers include: Physical barriers, attitudinal barriers, information or communication barriers and organizational barriers.

Related documents: The McAteer Group of Companies Customer Service Standard.

This document can be provided in other formats upon request.