

ALARMFORCE



AlarmForce Industries Inc.

AlarmForce Accessible Customer Service Policy

AlarmForce Industries Inc. (the "Company") is committed to providing exemplary service to all of our customers in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (the "AODA") and Ontario Regulation 429/07 (the "Customer Service Standard").

The following policies, procedures and practices are guided by the fundamental principles underlying the Customer Service Standard. We are committed to ensuring that the Policy is rigorously observed by all employees and any third party that provides goods and services on our behalf.

1. Objectives

The objective of this Policy is to provide a framework through which the company can achieve service excellence for people with disabilities. The company is committed to providing a respectful, welcoming and inclusive environment to all individuals who seek access to our goods and services.

2. Application

This Policy applies to all employees of the Company and any third party providing goods and services on behalf of the Company and who may interact with the Company's customers, the public or third parties.

3. Mission Statement

The Company is committed to providing accessible customer service to persons who have disabilities. The Company will make reasonable efforts to ensure that this Policy and related practices and procedures are consistent with the following principles as prescribed in the Customer Service Standard:

- a) We will provide goods or services in a manner that respects the dignity and independence of persons with disabilities.
- b) We will provide integrated services to persons with disabilities wherever possible and will provide alternate measures where necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- c) We will provide equal opportunity to persons with disabilities to obtain, use and benefit from the goods or services.

4. Providing Goods and Services to People with Disabilities

4.01 Communication

When communicating with persons with a disability, the Company will take into account the particular individual's needs and circumstances. The Company's employees, agents and third parties who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities in order to ensure that the Company provides responsive and effective communication. All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

4.02 Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. The Company's employees, agents and third parties will be trained to ensure that they are familiar with various assistive devices that may be used by customers with disabilities while accessing services.

In the event that a person with a disability is hindered from accessing any goods or services offered, the Company will use its best efforts to accommodate the person by offering the use of another assistive device that is available or attempt to deliver the same service in another way. The Company will train employees, agents and third parties on how to use assistive devices that are available at the office for customers. The Company will also train employees, agents and third parties to inform customers of the assistive devices that are available.

4.03 Telephone Services

The Company is committed to providing fully accessible telephone service to our members. The Company will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication provides a barrier to a person with a disability, the Company will be available to communicate in writing, by e-mail, by fax or by other electronic means.

4.04 Billing

The Company is committed to providing accessible invoices and, upon request, our invoices will be provided in alternative formats. The Company will answer any questions customers may have about the content of the statement in person, by telephone or email.

5. Use of Service Animals

The Company is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law, the Company will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from the Company's services where possible. The Company will train employees on how to interact with customers who are accompanied by service animals.

6. Notice of Temporary Disruptions

Although the Company is aware that that the operation of its services is important to its customers and that persons with disabilities rely on certain services provided by the Company, temporary disruptions in services may occur from time to time. The Company will endeavour to provide information via the Company website when there is a temporary disruption in those services that persons with disabilities may rely on.

7. Training for Staff

The Company will ensure that all employees, agents and third parties who interact with customers on its behalf receive AODA Customer Service Standard Training. Further, training shall be provided on an ongoing basis whenever changes are made to this Policy to ensure that this Policy is properly implemented at all times.

Training will include the following:

- An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- Training on how to interact and communicate with people with various types of disabilities;
- Training on how to use equipment or assistive devices available at the office or otherwise provided by the Company that may help with the provision of goods or services to a person with a disability;
- Training on what to do if a person with a disability is having difficulty in accessing the Company's goods and services; and
- Training on the Company's current policies, practices and procedures relating to the Customer Service Standard.

The Company will keep records of the training provided, including the dates on which training was received and the names and number of participants.

8. Feedback Process

In order to properly assess the needs of persons with disabilities, the Company has created a feedback process and designated a member of staff as its AODA Compliance Officer.

8.01 Receiving Feedback

Feedback may be provided by a person with a disability in the manner they deem most convenient to them. For example, a person may provide feedback by completing a Customer Feedback Form or by contacting the AODA Compliance Officer in person, by mail, phone, or email. All feedback will be processed by the AODA Compliance Officer. All feedback will be kept in strict confidence and will be used to improve customer service.

8.02 Responding to Feedback

If the feedback raises serious concerns with respect to the delivery of goods and services to persons with disabilities, the Company will provide a response to the concerns in a timely manner. The author of the feedback will be provided a response in the format requested (or the most appropriate format where no request was made) outlining actions taken. The Company shall make best efforts to respond to feedback within three (3) business days.

9. Availability of Documents

This Policy and any corresponding practices and procedures will be made available to any person upon request. The Company shall post notice of the availability of these documents in a conspicuous place at the office and on the Company's website. Upon request, the Company shall provide this Policy and other any forms created pursuant to the Customer Service Standard in a format that takes into account the disability of the person submitting the request.

10. Additional Obligations

The Company recognizes that the AODA does not replace or supersede the Human Rights Code, R.S.O. 1990, c. H.19 (the “Code”).

11. AlarmForce Multi-Year Accessibility Plan (available at <https://www.alarmforce.com/wp-content/themes/alarmforce/pdf/AODA-2016.pdf>)

12. Closing Statements

In accordance with the AODA and with AlarmForce’s objective of treating all people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for AlarmForce’s people to develop to their full potential, the Multi-Year Accessibility plan is posted on AlarmForce’s website and will be reviewed and updated at least every 5 years.

13. Enquiries

Enquiries related to this Policy and any feedback should be directed to our AODA Compliance Officer:

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