



## Mindwire Systems Ltd

### Accessible Customer Service Policy

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Mindwire Systems Ltd is committed to excellence in serving all customers including people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) and Ontario Regulation 429/07 (the “Customer Service Standard”). The following will outline Mindwire’s commitment to customer service in various areas of business operations:

**Communication:** Mindwire will communicate with people with disabilities in ways that take into account their disability. To this end, Mindwire will train its staff members on how to interact and communicate effectively with people with various types of disabilities.

**Telephone Services:** Mindwire is committed to providing fully accessible telephone service to all individuals we deal with. Mindwire will train its staff to communicate over the telephone in clear and plain language and to speak clearly and slowly, as might be required. If telephone communication provides a barrier to a person with a disability, Mindwire will be available to communicate in writing, by email, by fax, or in person.

**Assistive Devices:** Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefits from our services. Mindwire will ensure that its staff members are trained and familiar with various assistive devices which may be employed on site to support people requiring assisted support, whether employees, contractors/candidates, or customers with disabilities.

**Service Animals:** Mindwire will not only welcome people with disabilities, but also their service animals. Service animals will be allowed on parts of company premises that are open to any visitor to the work site. It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times. Mindwire will train its staff on how to interact with people with a disability who are accompanied by a service animal.

**Support Persons:** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them onto company premises to provide the support for which that person has been engaged. Mindwire will not prevent a person with a disability who is accompanied by a support person from having access to his or her support person while on our premises. Mindwire will train its staff on how to interact with people with a disability who are accompanied by a support person.

**Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to services or facilities for customers, contractors/candidates, and employees, Mindwire will notify all such parties promptly. Notice will be posted at the office reception area and will include

information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

**Training:** Mindwire will provide training to employees and others who deal with the public or other third parties on our behalf. Individuals in the following positions will be trained:

- Recruiters/Recruiting Team Leads
- Account Managers/Directors, Business Development
- Executives and Managers
- Technical Development/Information Technology Professionals
- Business Analysts and Project Managers
- Consultant Care and Client Service Representatives
- Payroll Professionals
- Human Resources Professionals
- Accounts Receivable and Payable Professionals

Training will be provided to staff members within three months after being hired and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 support person;
- How to use any assistive devices which may be employed to assist customers, contractors/candidates, or employees;
- What to do if a person with a disability is having difficulty in accessing Mindwire's services; and
- Mindwire's policies, practices, and procedures relating to the customer service standard;

Staff members will also be trained when changes are made to this policy.

**Feedback Process:** Customers, contractors/candidates, or employees who wish to provide feedback regarding the way Mindwire provides services to people with disabilities can be made as follows:

In writing to: Director, HR and Administration  
c/o Mindwire Systems Ltd  
1545 Carling Avenue, Suite 308  
Ottawa, ON K1Z 8P9

Or email to: [AODA@Mindwire.ca](mailto:AODA@Mindwire.ca)

Or by telephone: 613-789-7000 ext. 117

Or in person: by visiting the Mindwire office and complete a feedback form which is available at the Reception desk.

Customers, consultants/candidates, or employees can expect to hear back from Mindwire regarding their feedback within ten (10) business days of the date of submission.

**Notice of Availability of Document:** Mindwire AODA Customer Service Standard policy and procedures will be made available upon request. Notification of the availability of documents will be posted in a conspicuous area in the office. Upon request, Mindwire will provide this policy and any other forms created pursuant to the Customer Service Standard in a format that takes into account the person's disability.

**Modifications to Policies:** Mindwire is committed to developing disability service policies that respect and promote the dignity and independence of people with disabilities. Any Mindwire policy which does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**Enquiries:** Any enquiries related to this policy should be directed to Director of HR and Administration.