

ACCESSIBLE CUSTOMER SERVICE POLICY

Updated: January 2016

Policy Statement

Canadian Manufacturers & Exporters (CME) is committed to providing accessible customer services in a manner that respects the dignity and independence of persons with disabilities. As part of CME's commitment to excellence, we seek to recognize and to remove obstacles to facilitate access to CME programs and services.

Providing Goods and Services to Persons with Disabilities

CME will communicate to people with disabilities in ways that take into account their disability. CME will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

CME is committed to providing full accessible telephone service to our customers. We will train staff on clear telephone communications. We will offer to communicate via email if telephone communication is not suitable to the customers communication needs.

Assistive Devices

CME is committed to serving people with disabilities who use assistive devices when using CME services. We will ensure that staff that interact with customers are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services.

Invoice Statements and other Written Communication

We are committed to providing accessible invoices and other written communication to all of our customers. Our standard invoice is hard copy with 12 point font. Upon request we will be pleased to provide hard copy invoices in larger font, or verbal communication of invoices if required. We are also pleased to provide upon request, other written communication in larger font or verbally.

Support Persons

CME is committed to welcoming people with disabilities who are accompanied by a support person. CME does require that persons with disabilities with support persons register their support person to assist in attendance at workshops, seminars, events, etc. Fees will not be charged to support persons while attending an event to support a person with disability. **Use of Service Animals** Persons with disabilities are permitted to be accompanied by their service animal, keeping the service animal with them, while accessing CME services, unless service animal access is prohibited by law. In the event service animal access is prohibited, CME will seek other measures to enable the person with disability to access CME service. It is the responsibility of the person with the service animal to ensure that the service animal is under control.

Notice of Temporary Disruption

CME will make reasonable effort to provide notice in the event of a disruption of services to persons with disabilities. The notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative plans, if available.

Training for Staff

CME will train all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer services policies, practices and procedures. Training will include:

- The purposes 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 support person or service animal;
- What to do if a person with disability is having difficulty in accessing CME's services; and
- CME policy, practices and procedures relating to the customer service standard.

Feedback Process

The ultimate goal of CME is to meet and surpass customer service expectations including service to customers with disabilities. Comments on our services regarding how well we are meeting expectations are welcome and appreciated.

Feedback regarding services to persons with disabilities may be submitted via email to AODA@cme-mec.ca

CME will acknowledge and respond within 7 business days on input.

Modifications to AODA Policy

CME is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. No changes will be made to this policy before considering the impact on persons with disabilities.

Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. Questions regarding this policy may be submitted in writing email to AODA@cme-mec.ca