



ACCESSIBLE CUSTOMER SERVICE PLAN NOVEMBER, 2012

Providing Goods And Services to People With Disabilities

Firan Technology Group (FTG) is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our products and services.

Communication

We will communicate with and treat all people with disabilities in ways that take into account their disability and which fully respect their independence, dignity and their right to integration and equal opportunity.

Service Animals

We welcome people with disabilities and their service animals. Service animals will be permitted to accompany the individual with a disability to all areas of our facility that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be permitted to have that person accompany them in all areas of our facility that are open to the public.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services for customers with disabilities Firan Technology Group (FTG) will notify customers promptly of this disruption. Notification will take place by way of telephone or email. A notice will also be posted at reception and on the main door.

The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternate services that may be available.



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Training For Our Staff

Firan Technology Group (FTG) will provide training to all of our employees who deal directly with the public or other 3rd parties on our behalf. This includes all Sales, Reception, Supervisors, Managers and others who routinely deal directly with the public in person, or by phone or electronic communication.

New staff subsequently hired to which this training is applicable shall be trained during their probationary period of employment.

The Training we provide will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- FTG's Plan related to 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 a support person
- How to use any device or equipment on site or that otherwise may help with providing our products and services to people with disabilities
- What to do if a person with a disability is having difficulty accessing the products and services of Firan Technology Group (FTG)

Our staff will be trained when changes are made to our plan.

Feedback Process

Customers who wish to provide feedback on the way Firan Technology Group (FTG) provides our products and services to people with disabilities are encouraged to do so either by direct personal conversation, e-mail, phone call or letter to Delphine Keeping, our Human Resources Manager.

We thank customers for their feedback and commit to respond within seven (7) business days.