

## **BUDDS' GROUP OF COMPANIES**

### **Accessible Customer Service Policy and Procedure**

#### **COMMITMENT STATEMENT**

Budds' Group of Companies and its operations are committed to meeting the accessibility needs of persons with disabilities in an effective and timely manner by preventing and removing barriers for persons with disabilities in accordance with the Integrated Accessibility Standards Regulation (IASR).

Budds' Group of Companies and its operations are committed to provide goods and services in a manner that respects the dignity and independence of persons with disabilities. We are also committed to ensure that customers with disabilities are given opportunities equal to that given to others to obtain, use, and benefit from these goods or services.

#### **Training**

Budds' Group of Companies and its operations will provide training to all of its employees and volunteers on the accessibility standards referred to in the IASR and on the requirements of the *Code* as it pertains to persons with disabilities.

#### **Assistive Devices**

All premises are accessible, and allow the use of assistive devices. It is the responsibility of the person with disability to ensure that the assistive device is operated in a safe manner at all times.

#### **Communication**

We will communicate with persons with disabilities in ways that take into account their disability.

#### **Support Person and Service Animals**

Person with disabilities may bring their service animals or support person in order to access our facilities, unless the animal is otherwise excluded by law from the premises.

We will ensure that all employees and volunteers dealing with public are trained on how to interact with persons with disabilities who are accompanied by service animals or support person.

#### **Customer Feedback**

Budds' Group of Companies and its operations will provide customers/clients with the opportunity to provide feedback on the service provided to persons with disabilities. The feedback form is available at all the operations' information desks or by email to [accessibility@buddsfamily.com](mailto:accessibility@buddsfamily.com). Complaints will be addressed in an effective and timely manner.

#### **Notice of Service Disruptions**

In case of service disruptions, we shall post the information on the companies' websites. This Notice will include information about the reasons for the disruption, how long the disruption is expected to last, and whether any alternative facilities or services are available.