



## **Accessible Customer Service Plan**

### **Providing Goods and Services to People with Disabilities**

**Innovative Automation Inc.** is committed to excellence in serving all customers including people with disabilities. Innovative Automation will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability

#### **Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Innovative Automation. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. Innovative Automation will take steps to ensure that its employees and contractors are familiar with such assistive devices.

#### **The Use of Service Animals**

Innovative Automation welcomes all service animals that serve individuals with disabilities and, with the exception of those animals that are otherwise excluded by law, will allow the individual to keep the service animal with him or her on the parts of the Company's premises that are open to the public. In the event that a service animal is otherwise excluded by law from the premises, Innovative Automation will make every effort to provide the disabled individual with an alternative method of obtaining, using or benefiting from the Company's goods or services.

## **The Use of Support Persons**

Innovative Automation welcomes persons who support individuals with disabilities to accompany them onto those parts of the Company's premises that are open to the public. Innovative Automation will ensure that disabled individuals have access to their support persons while on the premises. All persons must be accompanied by an Innovative Automation employee while on the premises.

## **Notice of Service Disruptions**

In the event of a planned or unexpected disruption to facilities or services offered by Innovative Automation to individuals with disabilities, Innovative Automation will provide appropriate notification. The notice will explain the reason for and anticipated length of the disruption and provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities, if available.

## **Customer Feedback**

Customers who wish to provide feedback on the way in which Innovative Automation provides goods and services to individuals with disabilities will be encouraged to do so. Feedback should be sent in writing or by email to the following address:

Innovative Automation Inc  
191 Saunders Road  
Barrie, Ontario L4N 9A3  
Attention: Kim Marshall  
Email: [kmarshall@innovativeautomation.com](mailto:kmarshall@innovativeautomation.com)

## **Training**

Innovative Automation will provide accessibility training to all employees and contractors who deal with the public or other third parties on the Company's behalf. They will receive:

- An overview of the AODA and Customer Service Standard
- Training on how to interact, communicate and assist people with disabilities, and in particular, people with assistive devices, and those who require the assistance of a service animal or support person
- An overview of the policies and procedures created by Innovative Automation in accordance with the Customer Service Standard
- Training in how to help a person with a disability who is having difficulty accessing Innovative Automation's goods or services

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