

POLICY/STATEMENT OF COMMITMENT

Intelex Technologies Inc. is committed to providing a superior level of customer service, which includes treating all people in a way that maintains dignity and independence. We are committed to looking at new ways to ensure that our products and services meet the accessibility needs of everyone, including people with disabilities and removing barriers to accessibility in compliance with AODA.

The law requires that all public and private sector organizations in Ontario, including Intelex Technologies Inc., remove and prevent barriers to accessible customer service. All Intelex employees are expected to support this policy, its objectives and its implementation in accordance with their roles and responsibilities.

Intelex is committed to raising the level of awareness of accessibility issues within our company and providing our employees with the training they need to keep accessibility in mind when designing, producing, marketing and delivering accessible products and services. Intelex would like to be a leader in best practices when it comes to supporting and contributing to industry standards and guidelines for accessibility.

Definitions

Assistive Devices – auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs or hearing aids).

Disability – as per the *Ontario Human Rights Code*:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or wheelchair or other medial appliance or device;
- A condition of mental impairment or developmental disability;
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claims or received under the insurance plan established with the *Workplace Safety and Insurance Act, 1997*.

Employees – for the purposes of this policy, Employees means every person who deals with members of the public or third parties on behalf of Intelex whether the person does so as an employee, agent, intern, volunteer or otherwise.

Persons with Disabilities – individuals who have a disability as defined under the *Ontario Human Rights Code*.

Support Persons – any person, whether a paid professional, volunteer, family member or friend who may accompany a person with a disability in order to help with communications, personal care or medical needs, while accessing goods or services.

Service Animals – animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Accessibility Plan

Intelex will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for people with disabilities.

The Accessibility Plan will be reviewed and updated every year and will be posted on our corporate website.

Assistive Devices

We will ensure that appropriate employees are trained and familiar with various assistive devices that are used by customers with disabilities while accessing our services.

Communication

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

Service Animals & Support Persons

We welcome people with disabilities and their service animals. Service animals are allowed and welcome on our premises. Intelex will ensure that all employees are properly trained on how to interact with persons with disabilities who are accompanied by a service animal.

Intelex is committed to welcoming persons with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

If we run into service disruptions, it impacts all of our customers. We post notices that notify all customers that we have a problem and when we expect to be back to full service. Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems, if any, that maybe available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

Accessible Emergency Information

Intelex is committed to providing employees with individualized emergency response information where required.

Training of Intelex Employees

Intelex Technologies Inc. will provide AODA training to the following individuals:

All Intelex Technologies Inc. employees in Ontario, regardless of their position. Intelex feels it is important that all employees take this training to better serve our customers.

Identified employees who interact with Ontarians who are not located in Ontario

This training will be provided to employees within 30 days of joining Intelex.

AODA training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Intelex's policies and accessible customer service
- 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 the equipment or devices, where applicable, available on-site or otherwise that may help with providing goods or services to people with disabilities

Feedback Process

Our goal is to meet and exceed customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. A Customer Feedback Form is available and can be submitted by email, mail or fax.

All feedback will be directed to our Human Resources Department who will involve the appropriate members of our team. Where customers have indicated that they would prefer to be contacted, they can expect to receive a response in approximately five (5) business days following receipt of the feedback.

Modifications to Policy

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

Any policy of InteleX that does not respect and promote the dignity and independence of persons with disabilities will be reviewed or removed.

References and Related Documents

Ontario Human Rights Code – http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

Accessibility for Ontarians with Disabilities Act, 2005 - http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Access Ontario - <http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>

Understanding Barriers to Accessibility - http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/understanding_barriers.aspx