



3791 Victoria Park Avenue, Toronto, Ontario, Canada M1W 3K6

Tel 416-494-8999 Fax 416-494-9721

## Accessible Customer Service Policy

### Purpose

This policy has been established to meet the Company's obligations under accessibility laws, and applies to the provision of goods and services to the public (not the goods themselves).

### Policy

The Company 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.

The Company will:

take individual needs into account when providing goods and services;

allow customers with disabilities to shop in a way that suits their needs, at their own pace, as long as this does not present a safety risk;

use alternative methods when possible to provide customers with disabilities with access to the same services, in the same manner and in a similar manner;

communicate in a manner that takes into account disability needs

### Assistive devices

Customers with disabilities will be permitted to use personal assistive devices as required when shopping at our locations.

Where an assistive device presents a safety concern (such as an oxygen tank near an open flame), or where accessibility is an issue, other reasonable measures will be used to ensure that persons with disabilities may access our goods and services.

Where a mobility device is used, service will be provided in a location that meets the needs of the customer.

### Guide Dogs and service animals

If it is readily apparent that an animal is being used by a customer for reasons relating to disability, or a customer provides a valid identification card, certificate of service animal training, or a letter from a medical professional confirming the need for a disability related service animal,

customers and their guide dogs or service animals will be permitted access to the premises that are open to the public, unless otherwise excluded by law. Any “no-pet policy” in any of our locations does not apply to guide dogs, service animals and or service dogs.

Customers with guide dogs or service animals are required to maintain control of their animals at all times while shopping.

If a health and safety concern arises due to a severe allergic reaction by anyone to a service animal, the Company will make reasonable efforts to meet the needs of all individuals.

### Support persons

Customers with disabilities and their support persons will be permitted to enter and access our goods and services together in any of our locations.

In situations where confidential information might be discussed, consent will be obtained from the customer prior to any such conversation or disclosure.

### Notice of temporary disruptions in service

The Company will make reasonable efforts to provide advance notice for any temporary business disruptions that are within its control, for any facilities or services that customers with disabilities usually access. For service disruptions that are beyond its control the Company may not be able to provide advance notice.

Notice of disruption will be publicized as appropriate to the circumstances and will advise of the reason for the disruption, its anticipated duration and if we can provide alternative facilities or services, where those will be available.

### Feedback process

The Company welcomes feedback from its customers on the service we provide to customers with disabilities.

The feedback process is set out in the Company's feedback policy which is available upon request.

### Training

Training will be provided to all employees and other personnel who deal with the public, or third parties that act on behalf of the Company, as well as to those individuals within the Company who are involved in our customer service policy and procedure development.

The training will include a review of the purposes of accessibility laws and instruction on the matter is required by regulation. It will be provided as soon as practicable after the employee or appropriate person is assigned applicable duties. In the event of any change to policies or practices with respect to service delivery to persons with disabilities, training will be provided.

The Company will keep the records required by law with respect to accessibility training.

### Availability

This policy and our other policies related to customer service accessibility are available to the public upon request and in a format that takes into account the customer's disability. Notice of availability will be posted in a conspicuous place in each of our locations and on our company website, or other reasonable method.

### Questions

if you have any questions or concerns about this policy or its related policies and procedures please contact:

Operations Manager

3791 Victoria Park Avenue,  
Toronto, On  
M1W 3K6  
Tel. 416-494-8999  
Fax. 416-494-9721

[operationsmanager@sayal.com](mailto:operationsmanager@sayal.com)