

Sigma Systems Customer Service Policy

I. Purpose

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Sigma is fully committed to providing excellence in serving all employees, customers and members of the public, including those with disabilities. Sigma Systems is committed to improving accessibility for people with disabilities by removing and preventing any barriers that may interfere with their full participation here at Sigma. We are committed to providing equal access and opportunities for all individuals.

II. Our Commitment

Sigma is committed to ensuring equal access and participation to all people, including people with disabilities, in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by removing and preventing barriers to accessibility, and meeting accessibility requirements under Accessibility for Ontarians with Disabilities Act (2005) and Ontario's accessibility laws.

III. Providing Goods and Services to People with Disabilities

Assistive Devices - At Sigma, persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from Sigma's goods and services. We are committed to ensuring our employees are familiar with various assistive devices that may aid in the delivery of our service for customers with disabilities while accessing our goods or services.

Communication - Sigma is committed to communicating with people with disabilities in ways that take into account their disability. Our employees are trained on effective ways to interact and communicate with people with various types of disabilities. This includes communicating over the phone in clear and plain language, and offering to communicate via alternative methods to accommodate the needs of the individual.

Service Animals – At Sigma, persons with disabilities are welcomed with the accompaniment of their service animal – including guide dogs, seizure response dogs or other certified service animals – in our offices, except in those areas in which the animal is excluded by law. In the case that an employee is allergic to animals, alternative arrangements will be made.

Support Persons – A support person is welcome into our offices to assist a person with a disability and will be provided equal access to our goods and services.

IV. Notice of Temporary Disruption

Sigma Systems will provide notice in the event of a planned or unexpected disruption to services or facilities for people with disabilities. The notice will include information about the reason for disruption, its anticipated length of time and a description of alternatives, if available. This notice will be placed at the reception in our office.

V. Training for Staff

Sigma ensures that training is provided to all persons interacting with the public on the Company's behalf, as well as to those who are involved in the research and development of policy, practices and procedures for the delivery of goods and services to the public. The training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Sigma Systems' plans, policies and procedures related to the customer service standard
- Effective ways 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 the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Sigma Systems' goods and services.

Training will be incorporated into the New Hire Orientation delivered within the first week of hire. Employees will also be trained when changes are made to our accessible customer service plan.

VI. Feedback Process

Sigma Systems always welcomes feedback on the way we deliver goods and services to people with disabilities. Individuals can submit feedback or questions by:

Email: HR@Sigma-Systems.com

Phone: 416-943-9696 press 0 or **Fax:** 416-365-9227

Write: Human Resources Department
Sigma Systems Canada Inc.
55 York Street, Suite 1100,
Toronto, Ontario M5J 1R7

All feedback, including complaints, will be handled in a timely and thorough manner and will be used to improve our customer services.

VII. Modifications to this or other policies

Sigma Systems is committed to ensuring all policies, practices and procedures respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities. Any policy, practice or procedure that is not compliant with the AODA will be modified after carefully considering the impact on people with disabilities.

VIII. Notice of Availability

All documents related to accessibility are available upon request in an accessible format.