



AODA: CUSTOMER SERVICE STANDARD

Our Commitment

GEEP believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated standards and regulations.

All goods and services provided by GEEP shall follow the principles of dignity, independence, integration and equal opportunity. The Organization is committed to preventing, identifying and removing barriers that impede the ability of persons with disabilities to access our goods and services. This includes employees, customers, volunteers, suppliers and contractors and is very much a part of our commitment to a diverse and inclusive workplace.

GEEP understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Procedure

GEEP will endeavor to identify and remove barriers to access for people with disabilities. To do so, GEEP will permit personal assistive devices and the use of service animals and support persons, subject to clarifying the potential consequences with support persons for solicitor-client privileged communications. In addition, GEEP will train all employees who interact with the public on the Company's behalf to ensure communication with persons with disabilities is respectful and done in a manner that takes into account such persons' disabilities.

Service Disruptions

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of GEEP. Where there is a temporary disruption in the facilities or services, reasonable steps will be taken to advise persons with disabilities who might be affected by the disruption, the reason for the disruption, its duration, and information about alternative services.

Feedback on Customer Service

Providing an accessible and barrier-free environment is a shared effort, and as an organization, GEEP is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact Anna-Marie Safar, Manager of Human Resources, telephone 705-725-1919 ext. 4101 or e-mail asafar@geepglobal.com.

Wherever possible, feedback regarding customer service for persons with disabilities will be responded to by the person to whom it has been directed. Where the feedback is of a more general nature, the Director of Human Resources or designate will be responsible for investigating the matter and determining the actions to be taken. In all cases, every effort will be made to respond to the feedback in a timely and effective manner.