



Team Eagle Corporate Policies & Guidelines Handbook

(Last Amended: March 31, 2012)

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

The Accessibility Standards for Customer Service under the **Accessibility for Ontarians with Disabilities Act (AODA)** require Ontario employers to provide accessible customer service to persons with disabilities. In order to comply with the legislation, all businesses and organizations providing goods or services to the public with at least one employee in Ontario must meet several requirements by January 1, 2012.

Team Eagle Ltd is committed to excellence in serving all customers, including people with disabilities. In fulfilling this commitment, Team Eagle Ltd will strive at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We will carry out this mission in the following areas:

Communication:

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

Telephone:

We will ensure that our team members can provide fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail or TRS (Telecommunication Relay Service) if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices:

We support the use of various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Billing:

We provide accessible invoices to all of our customers. We can provide invoices in the following formats: hard copy, large print, or e-mail as required

Service Animals & Support Persons:

Service animals are allowed on all parts of our premises that are open to the public.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises during business hours.

Notice of Temporary Disruption:

Team Eagle will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities; (ie. wheelchair accessible door, wheelchair accessible bathrooms.) This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative services, if available.

The notice will be placed at all public entrances on our premises.

Training and Support for Staff:

Team Eagle Ltd. will provide appropriate training and /or support to all employees who deal with the public or other third parties on their behalf. This will include all Team Eagle employees and contract staff.

Feedback Process:

The ultimate goal of Team Eagle is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Team Eagle Ltd provides goods and services to people with disabilities can be made by e-mail info@team-eagle.ca or verbally. All feedback will be directed to Samantha Baumhour, Human Resource Manager. Customers can expect a response within 7 business days.

If anyone has a question about our commitment to supporting the Accessibility Standards for Customer Service, please contact the Human Resource Manager of Team Eagle Ltd.