

## **Accessible Customer Service Plan**

The Company is committed to excellence in serving all customers including people with disabilities. Services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will benefit from the same services and in a similar way as other customers.

### **Assistive Devices**

The Company will accommodate the use of personal assistive devices needed to access services. It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

### **Communication**

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

### **Service Animals**

If a person with a disability is accompanied by a service animal, the Company shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. The Company may ask for documentation from a regulated health professional to confirm need for the service animal for reasons relating to their disability.

If a service animal is excluded by law from the premises, the Company shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the services.

### **Support Persons**

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

The Company may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. The Company will consult with the person with a disability to understand his/her needs, consider health and safety reasons and determine if there are any other reasonable options to protect the health and safety of the person or others on the premises.

### **Notice of Temporary Disruption**

In the event that a planned or unexpected service disruption occurs that would limit a person with a disability from gaining access to the Company's facilities or services, the Company will make the disruption known to customers in the following ways:

- a) A notice of the service disruption will be posted in the area where the service disruption is located or
- b) A notice will be posted on the Company website at [www.wheelsgroup.com](http://www.wheelsgroup.com)

Notices will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### **Training for Employees**

The Company will provide training to all employees. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Company's accessible customer service plan.
- 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 a support person

- What to do if a person with a disability is having difficulty in accessing the Company's goods and services

Employees will also be trained when changes are made to the Company's accessible customer service plan.

### **Feedback Process**

Feedback regarding the way the Company provides services to people with disabilities can be made in person, by telephone, through email, or by mail to:

Radiant Wheels  
Attention: HR  
1280 Courtneypark Dr. E, Mississauga, L5T 1N6  
Email: [hr@wheelsgroup.com](mailto:hr@wheelsgroup.com)  
Phone: 905 602 2700 and ask for HR

Feedback will be used to improve customer service. The author of the feedback will be provided with a response in the format in which the feedback was received. On request, the Company will provide or arrange for accessible formats and communication supports. The response will outline actions deemed appropriate, if any.

### **Questions**

This policy exists to achieve service excellence to customers with disabilities. Questions or items requiring clarification can be directed to the HR department.

### **Documentation**

Should you wish to receive the copy of Company policy, please contact HR as indicated above. On request, the Company will provide the information in a format that takes into account the person's disability.