TAMCO ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities

TAMCO and its employees are committed to excellence in serving all Customers including those with disabilities.

1. Policy

It is the policy of TAMCO to provide goods and services to Customers with disabilities in a way that is consistent with the principles of independence, dignity, integration and equal opportunity.

2. Disability

The definition of a Disability as applicable under the Accessibility for Ontarians with a Disability Act may be found in the Ontario Human Rights Code.

This is a condensed definition:

- Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
- A condition of mental impairment or disorder, a developmental or learning dysfunction

_Examples: Epilepsy, paralysis, impaired vision or hearing, speech impediment, reliance on guide dog, wheelchair or other assistive devices._

3. Access to Goods and Services

It is our policy to do our best to provide our services to Customers with a disability by:

- Providing access to the premises as far as possible by reasonable accommodation
- Access to information in a format that accommodates any disability
- Respecting the independence of Customers with a disability
- Respecting the dignity of Customers with a disability
- Considering integration and equal opportunity of any Customers with a disability

4. Training

Required TAMCO employees will be trained on all policies, procedures and practices that affect the way goods and services are provided to Customers with disabilities. Required TAMCO employees will be trained on an ongoing basis when any changes are made to these policies, procedures & practices.
5. **Support Persons**

   It is the policy of TAMCO to allow Customers with a disability to be accompanied by a support person when accessing TAMCO goods and services.

6. **Service Animals and Assistive Devices**

   It is the policy of TAMCO to allow service animals on the premises wherever possible and in all situations where the Customer with a disability requires the service animal to access TAMCO goods and services.

7. **Temporary Disruptions**

   If any services to accommodate Customers with a disability are interrupted, TAMCO will post notice in a conspicuous place.

8. **Feedback**

   TAMCO will accept feedback from anyone who has a concern about the Accessibility Policy that is currently in place. Feedback may be submitted in writing, by email or by telephone. Please direct your feedback to the Human Resources department at hrmanager@tamco.ca or call 613-831-7000/1-800-561-3449.

9. **Availability of Documents**

   We are in the process of revising our software and website. All website content will be conformed to WCAG 2.0, Level AA by January 1, 2021.

   All documents relating to the Accessible Customer Service Standard will be made available upon request, and in a format reasonably accommodating disabilities. Please address your request to the Human Resources department at hrmanager@tamco.ca or call 613-831-7000/1-800-561-3449.

10. **Amendments to Policies Regarding the Accessible Customer Service Standard**

    TAMCO is committed to developing policies and procedures that respect and promote dignity, independence, integration & equal opportunity for Customers with disabilities.

    Any changes to this, or other policies regarding the Accessible Customer Service Standard may be made after considering the potential impact that the proposed changes may have on any Customers with disabilities.
APPENDIX A – MULTI-YEAR ACCESSIBILITY PLAN FOR TAMCO

1. Training
   • By January 1, 2015 all employees of TAMCO will be provided with all the necessary training to meet Ontario’s accessibility laws
     i. This will include training for all employees on the Accessibility for Ontarians with Disabilities Act 2005, and the requirements of the Accessible Customer Service Standard.

2. Information & Communications
   • By January 1, 2015 TAMCO will have a feedback process in place for people to express any concerns with the current accessibility policies and procedures.
     i. This will include making the feedback process available to the public through the TAMCO website.
   • By January 1, 2016 TAMCO will ensure that all publicly available information is made accessible upon request.
     i. TAMCO already has policies in place for providing information to anyone with a disability; please refer to our Accessible Customer Service Plan.
   • By January 1, 2021 the TAMCO website and all its content will be conformed to WCAG 2.0, Level AA.
     i. TAMCO is currently revising the website and researching WCAG 2.0, Level AA to ensure that we will be in compliance by 2021.

3. Employment
   • By January 1, 2016 TAMCO will have in place policies and procedures for accommodating any potential employees who may have a disability.
     i. This will include providing any information concerning employment opportunities in a format that is accessible to everyone; and
     ii. Ensuring that the recruitment and assessment process is accessible to any persons with a disability.