# **Customer Service Standards Policy**

**Providing Goods and Services to People with Disabilities**Magnet Forensics is committed to excellence in serving all customers, including people with disabilities.

**Assistive devices**Magnet Forensics will ensure that our employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

**Communication**Magnet Forensicswill communicate with people with disabilities in ways that take into account their disability.

**Service animals**Magnet Forensics will welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

**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.

We will notify customers of this by posting a notice in the following location(s): on the health and safety board located in the kitchen and on the Intranet.

**Notice of temporary disruption**In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Magnet Forensics will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include: On entrances to the building.

Magnet will post the notice of disruption on entrances of the organization. The notice will be made publicly available at the following locations: on [www.magnetforensics.com](http://www.magnetforensics.com), at 2220 University Ave, Waterloo, Ontario and 2500 Solandt Rd, Kanata Ontario.

**Training**Magnet Forensics will provide accessible customer service training to employees, and others who deal with the public or other third parties on our behalf. Training will also be provided to

people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

All Magnet Forensics employees employed in Ontario will be trained on the Customer Service Standards for AODA.

New employees will be trained on Accessible Customer Service within 30 days after being hired. Existing Magnet Forensics employees employed in Ontario will be trained/reviewed annually.

Training will include:

* An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
* Magnet Forensics Inc.’s plan related to the Customer Service Standard
* 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
* 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 Magnet Forensics Inc.’sgoods and services

Staff will also be trained when changes are made to our accessible Customer Service Plan.

**Feedback process**Customers who wish to provide feedback on the way Magnet Forensics provides goods and service to people with disabilities, or require an accommodation, can contact the company in the following way(s):

E-mail to [aoda@magnetforensics.com](mailto:aoda@magnetforensics.com)

All feedback, including complaints, will be handled in the following manner:

1. In person – ask for HR
2. Telephone 1-844-638-7884 and ask to speak to HR
3. E-mail [aoda@magnetforensics.com](mailto:aoda@magnetforensics.com)

Customers can expect to hear back in five business days.

**Notice of availability**Magnet Forensics will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s): externally through our website and internally through our Joint Health and Safety Program.

**Modifications to this or other policies**Any policy, practice or procedure of Magnet Forensicsthat does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Policy Owner: Human Resources   
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Approver: J. Stecho