

Accelerated System Inc. (ASI) is committed to complying with both the Ontario Human Rights Code and the AODA (Accessibility for Ontarians with Disabilities Act).

ASI is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policy is consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

### **Communication**

We will communicate with people with disabilities in ways that consider their disability. We will work with the person with a disability to determine what method of communication works for them.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

### **Service animals**

We welcome people with disabilities and their service animals.

### **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.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for people with disabilities ASI 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 possible.

### **Feedback process**

ASI welcomes feedback on how we may provide accessible customer service. The feedback can be submitted to [HR@AcceleratedSystems.com](mailto:HR@AcceleratedSystems.com). All feedback will be directed to Human Resources. Requests can expect a response within 2 business days. ASI will make sure our feedback process is accessible to people with disabilities by providing or arranging accessible formats and communication supports, on request.