

Customer Service Accessibility Policy

Prepared By:	M. Platz	POLICY-012	Revision:	A
Approved By:	D. Bergin		Date:	18-Jan-24

Policy Statement:

This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Battlefield International Inc. (“Battlefield”) is committed to applying the principles and guidelines of the AODA and strives to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Battlefield will use reasonable efforts to ensure its policies are consistent with the spirit and requirements of the Customer Service Standard.

It is the policy of Battlefield that every employee and customer have a right to equitable treatment with respect to employment, services, goods, facilities, and accommodation without discrimination in accordance with the provisions of the *Ontario Human Rights Code*.

Battlefield strives to provide a barrier-free environment for its customers. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration, and equal opportunity to all its customers. The provision of goods and services to customers with disabilities will be integrated wherever possible. We will endeavor to ensure that customers with disabilities receive the same high standard of service that we strive to provide to all customers.

Application:

The Policy applies to all staff who provide goods and/or services to customers within Battlefield, or on its behalf.

Confidentiality:


All interactions between customers and employees of Battlefield regarding the application of this policy will be considered confidential and will be disclosed only as required to provide appropriate customer service or as required by law.

Feedback Process:

Feedback regarding Battlefield’s provision of goods and/or services to customers with disabilities can be made by:

- telephone at 905-772-3000
- in person to Management, or by another method as requested by the individual.
- Completing FM-121 Customer Feedback Form, which is available upon request at front desks at each building or on our website www.battlefield.biz

Responses will be provided within thirty (30) days of receipt. Customer Feedback Form will be retained as per *Log-000 Master Document Log* retention period.

		<h2>Customer Service Accessibility Policy</h2>		
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Documentation To Be Made Available:

This document will be made available to any member of the public upon request. Members of the public can view our Commitment to Accessibility Statement on our website at www.battlefield.biz . Our Commitment to Accessibility Statement is also posted at the front desk at each building.

Copies of our Accessible Customer Service Policy or related documentation may be requested by:

- telephone at 905-772-3000
- by email sales@battlefield.biz
- in person to Management
- By another method as requested by the individual providing feedback.

Documents may be requested in a format that takes into account the person’s disability and will be provided at no cost to the person requesting it. Battlefield and customers with disabilities may agree on the format to be used.

Practices and Procedures:

Battlefield is committed to using reasonable efforts in providing goods and services to all customers including customers with disabilities and will carry out our functions and responsibilities in the following areas:

Communication

Battlefield strives to communicate with customers with disabilities in ways that take into consideration their disabilities and their preferred method of communication.

- a) Customers with disabilities will be offered alternative communication formats that meet the needs of the customer as promptly as feasible;
- b) Documents will be provided to customers in an alternative format that will meet the needs of the customers in a timely fashion; and
- c) If telephone communication is not suitable for customer’s needs, alternative forms of communication will be offered, as required.

Personal Assistive Devices

Customers with disabilities are permitted, where possible, to use their own assistive devices when on Battlefield’s premises for the purposes of obtaining, using, or benefiting from our goods or services.

If there is a physical, technological, or other type of barrier that prevents the use of an assistive device on our premises, we will first endeavor to remove that barrier. If we are not able to remove the barrier, we will ask the



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customer how they can be accommodated and what alternative methods of service would be more accessible to them. We will make our best effort to provide an alternative means of accessibility to the customer.

It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

Battlefield will ensure that all appropriate staff receives training on various assistive devices that may be used by customers with a disability while accessing our goods and services.

Service Animals:

Service animals accompanying a customer with a disability shall be permitted entry to Battlefield’s facilities, unless the service animal is otherwise excluded by law. If it is not readily apparent that the animal is a service animal, Battlefield may ask the customer with a disability to provide proof that they require the animal for reasons relating to the customer’s disability. It is the responsibility of the customer using the service animal to ensure that the service animal is kept in control at all times. The appropriate Battlefield employees will receive training on how to interact with customers with disabilities who are accompanied by a service animal.

In the rare case where Battlefield cannot permit a service animal access, other accommodations may be provided to the customer such as: alternate meeting format, (e.g. teleconference where technology/permits); delivery of goods or service at an alternate time or location; other assistive measures available to deliver a good or service to ensure equality or outcome.

(An animal is a “service animal” for a person with a disability if it is readily apparent that the animal is used by the person for reason relating to their disability or if the person provides a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability.)

Support Persons:

Battlefield is committed to welcoming customers with disabilities who are accompanied by a support person. Any customer with a disability who is accompanied by a support person will be allowed to enter Battlefield premises with their support person. At no time will a customer with a disability who is accompanied by a support person be prevented from having access to their support person while on Battlefield’s premises.

Where appropriate, support persons may be required to acknowledge that it is the customer, and not the support person, to who Battlefield is providing its goods and/or services.

(A “support person” is a person who accompanies a person with a disability to help with communication, mobility, personal care, medical needs or with access to goods and/or services.

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Notice of Temporary Disruption:

In the event that a temporary service disruption occurs that would limit a customer with a disability from gaining access to Battlefield's facility, goods or services, Battlefield will make the disruption known to customers in the following way:

- 1) Battlefield will inform employees via email of the service disruption.
- 2) Battlefield's appointed host will notify customers of the service disruption in a format that takes into account the person's disability.

This notice will include the reason for the disruption, its anticipated duration and a description of the facilities or services, if any, that are available.

Training for Employees:

Battlefield will provide training, as required under the AODA, to all employees to whom this policy applies, as well as to those persons charged with developing this policy and related procedures and practices.

Training will include:

- A review of the purposes of the AODA and requirements of the Customer Service Standard.
- Instruction on how to interact and communicate with customers with various types of disabilities.
- Instruction on the use of available technology and assistive devices, and on interaction with service animals and support persons.
- Instruction on what to do if a person with disabilities is having difficulty accessing services.
- Instruction on the content and requirements of Battlefield's policies relating to the Customer Service Standard.

Updated training will be provided as policies, practices, and procedures change.

Records of training provided to staff, including the training protocol, the dates on which the training is provided, and the number of individuals to whom the training is provided, shall be maintained in accordance with the requirements of the AODA and Battlefield's Training Matrix.

Revision Record

Rev Number	Date	Comment
A	20-Jun-23	Original Issue