



## ACCESSIBLE CUSTOMER SERVICE PLAN

### **Providing Goods and Services to People with Disabilities**

Protagon Display Inc. is committed to excellence in serving all customers including people with disabilities.

### **Communication**

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

### **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.

### **Training**

Protagon Display Inc. will provide accessible customer service training to employees 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.

Staff will be trained on Accessible Customer Service within one month after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Protagon Display Inc.'s plan related to the customer service standards.
- 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 Protagon Display Inc.'s services.

Staff will also be trained whenever changes are made to our accessible customer service plan.

### **Feedback Process**

Customers who wish to provide feedback on the way Protagon Display Inc. provides services to people with disabilities can provide feedback in the following way(s):

- Email: [ptaylor@protagon.com](mailto:ptaylor@protagon.com)
- Mail: ATTN: Patricia Scovil Taylor, Manager Finance & Administration, Protagon Display Inc., 719 Tapscott Road, Toronto, ON M1X 1A2
- Telephone: 416-293-9500 ext. 238

All feedback, including complaints, will be investigated, and the results of the investigation will be communicated to the customer in their preferred manner of communication. Customers can expect to hear back within 15 days.

### **Notice of Availability**

Protagon Display Inc. will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following locations:

- Company website – [www.protagon.com](http://www.protagon.com)
- Employee Notice board

### **Modifications to This or Other Policies**

Any policy, practice or procedure of Protagon Display Inc. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is available in an alternate format on request.