

# **ABEX Brokerage Services Inc.**

**2803 Centre Street NW, Calgary, Alberta T2E 2V7**

## **Accessibility Standard for Customer Service Plan Providing Goods and Services to People with Disabilities**

ABEX Brokerage Services Inc. is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure our staff is 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 premises.

### **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. Service animals are allowed on 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.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities ABEX Brokerage Services Inc. 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. The notice will be placed at the main entrance to our premises.

## **Training**

ABEX Brokerage Services Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained: President and Office Manager.

This training will be provided to staff within the first week of training.

### **Training will include:**

- An overview of the customer service standard's plan for ABEX Brokerage Services Inc. 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.
- What to do if a person with a disability is having difficulty in accessing our premises.

Staff will also be trained when changes are made to this plan.

## **Feedback Process**

Customers who wish to provide feedback on the way ABEX Brokerage Services Inc. provides goods and services to people with disabilities can speak with our Office Manager.

Complaints will be escalated and handled by the President and the Office Manager. Customers can expect to hear back within ten business days.

## **Modifications to this or other policies**

Any policy of ABEX Brokerage Services Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified.