



## **ACCESSIBLE CUSTOMER SERVICE PLAN**

### Providing Services to People with Disabilities

Kinaxis is committed to excellence in serving all customers including people with disabilities. To that end, we will strive to ensure that our services are provided in a manner that:

- (1) recognizes the dignity and independence of persons with disabilities;
- (2) integrates how services are provided for both persons with disabilities and others, unless an alternate measure is necessary; and
- (3) ensures an equal opportunity for persons with disabilities to obtain, use and benefit from our services.

### **Scope**

This policy applies to all employees, volunteers and contractors who deal with members of the public or other third parties located in Ontario on behalf of Kinaxis with respect to the provision of Kinaxis' services, whether by telephone, in person (on or off-site), by electronic means, or otherwise. Our customer interaction is mainly over the phone, but should there be a need for an onsite visit or any other means of interaction, Kinaxis will strive to accommodate any persons with disabilities, as required.

### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

### **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 the parts of our premises that are open to the public, unless the animal is otherwise excluded by law in which case we will ensure that other measures are available to enable the person with the disability to obtain, use or benefit from our services. For the purpose of this policy, an animal is a "service animal" if: (1) it is readily apparent that the animal is being used for reasons relating to a person's disability; or (2) the person provides a letter from a physician or nurse confirming that the animal is required for reasons relating to a disability.

### **Support persons**

A person with a disability who is accompanied by a support person (i.e., a paid professional, volunteer, family member, friend or otherwise) 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 (e.g. over phone/email) or facilities (e.g. elevators) commonly used by customers with disabilities Kinaxis will notify customers promptly. This clearly posted notice onsite and/or on our website will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Kinaxis will make best efforts to provide advance notice of planned disruptions.

The notice will be placed at the site of normal access indicating alternative options.

## **Training for staff**

Kinaxis will provide training to all employees and volunteers who deal with the public or other third parties located in Ontario on Kinaxis' behalf, or who participate in developing customer service policies, practices and procedures. Individuals in the following positions will be trained: Product Support Representatives & Corporate Trainers.

This training will be provided to above indicated staff within 3 months of hire. Kinaxis will maintain records of the training provided to staff including the dates on which the training is provided and the names of individuals to whom it is provided.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Kinaxis' accessible customer service plan
- 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 Kinaxis' support or training services

Staff will also be trained when changes are made to your accessible customer service plan.

Kinaxis will ensure that third party organizations that provide goods or services on behalf of Kinaxis to members of the public or other third parties located in Ontario shall provide the training content described above to any of their employees, volunteers and sub-contractors who engage in such activities on behalf of Kinaxis. Any such training will include a review of this policy.

## **Feedback process**

Kinaxis welcomes and values feedback regarding our provision of services to people with disabilities so that we may continually improve the accessibility of our services. Customers who wish to provide feedback on the way Kinaxis provides services to people with disabilities can email or make verbal suggestions to product support and our trainers. We will also accommodate other means of providing feedback, such as in person, in writing, electronically, or otherwise. All feedback will be directed to our Joint Health and Safety Committee ([jhsc@kinaxis.com](mailto:jhsc@kinaxis.com)) or through reception at 613-592-5780.



Customers can expect to hear back within 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures. Kinaxis will notify our customers about the feedback process on our website.

**Modifications to this or other policies**

Any policy of Kinaxis that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.