

Accessible Customer Service Policy

This policy intends to meet its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination and the requirements of *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

For more information, please visit website [Accessibility for Ontarians with Disability Act, 2005 \(AODA\)](#)

Shiu Pong Group of Companies are committed to serving all our customers including those with disabilities in ways that meet the principles of dignity, independence, integration and equal opportunity. We will carry out our functions and responsibilities in the following manner:

Communication

When communicating with customers with disabilities, we shall always try our best ways and that take into account their disability. Our staffs have been well trained on how to communicate with those with various types of disabilities including to provide accessible telephone service in good manner, clear language in answering all enquires. We even provide services by email or fax if it is necessary.

Use of Assistive Devices, Service Animals and Support Persons

Assistive Devices

We commit to serving persons with disabilities who use assistive devices to obtain, use or benefit from our services. Our staffs have been trained with the ability to operate various assistive devices.

Service Animals & Support Person

All disability persons are welcomed to visit our premises that are open to the public, accompanied by a service animal or support person unless it is prohibited by law.

We will ensure that all staff dealing with the public is trained on how to interact with people with disabilities who are accompanied by a service animal and/or support person.



Fees

Where there is a fee associated with participating at Shiu Pong Group of Companies events, the support person is permitted to attend at no cost.

Notice of Temporary Disruption

Shiu Pong Group of Companies will provide customers with notice or post a Notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available. This notice will be placed at all public entrances, noticeable areas and service counters on our premises and/or managed buildings. If the disruption is unexpectedly longer than scheduled, an announcement will be posted on the public entrances, noticeable areas and service counters in order to inform customers of the location and duration of the disruption and alternate solutions

Employee Training

Shiu Pong Group of Companies will provide customer service training to all employees in respect to assisting customers with disabilities.

Staff will be trained on an ongoing basis and also when changes are made to these policies, practices and procedures.

Training will encompass:

- i. The purpose of the Accessibility for Ontarians with Disability Act, 2005 and the requirements of the Customer Service Standards under the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- ii. Dealing with people with disabilities who use an assistive device or require the assistance of a support person or service animal
- iii. How to interact and communicate with people with various types of disabilities
- iv. Familiarize employees with personal assistive devices and train employees how to use devices on premises
- v. Shiu Pong Group of Companies policies relating to the accessibility standard
- vi. What to do if a person with a disability is having difficulty accessing Shiu Pong Group of Companies services



Feedback Process

Shiu Pong Group of companies welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Shiu Pong Group of companies provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- i. By email to spg@shiupong.com
- ii. In person or by mail at Shiu Pong Group of Companies, 131 Baldwin Street, Toronto, Ontario, M5T 1L7

Modifications to this policy

Shiu Pong Group of Companies are committed to developing and updating customer service policies that respect and promote dignity and independence of people with disabilities.

If anyone has a question about the policy, please contact Shiu Pong Group of Companies as outlined in the *feedback* section of this policy. Copies of this policy and any other documents required by the Customer Service Standards are available upon request in a format that takes into consideration the disability of the customer.

