



**ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES ACT**

**CUSTOMER SERVICE PLAN
POLICY STATEMENT**

CHRISTIE®

Accessibility for Ontarians with Disabilities Act

Customer service plan policy statement

Christie® Digital Systems Canada Inc. and Christie Digital Systems Innovations ULC (“Christie”) are committed to providing our customers with consistently high levels of customer service. In pursuit of our commitment, we strive to ensure that all our services and facilities are accessible.

As part of our compliance with the Accessibility for Ontarians with Disabilities Act (AODA), our customer service policy includes the following:

1. We'll ensure our facilities and services are accessible to people with a disability. All customer service provided by Christie will follow the ideals of dignity, independence, inclusion, and equal opportunity.
2. Staff who engage with customers will provide professional, polite, and helpful service while ensuring that all interactions are conducted with integrity, discretion, and respect.
3. Staff who work with customers will be provided with the appropriate training to ensure the consistent delivery of exceptional service, including for people with disabilities.

Communication

We'll communicate with people with disabilities in ways that consider their disability. Staff who engage with customers will be trained in best practices for communicating and interacting with people with various types of disabilities.

Telephone services

If telephone communication isn't suitable for customers' needs, alternative forms of communication will be offered as required.

Assistive devices

We're committed to serving people who use assistive devices to obtain, use, or benefit from our services. People with disabilities may use assistive devices as required to access our services unless otherwise prohibited by law. We'll ensure our staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Service animals

We're committed to welcoming people with disabilities and their service animals on our premises. We'll ensure that all staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Christie® welcomes people with disabilities and their service animals into our workplace when it's readily apparent that the person is accompanied by an animal for reasons relating to their disability or if the person provides a letter from a regulated healthcare professional confirming their need for a service animal for reasons relating to a disability.

While visiting a Christie facility, the person with a service animal is always responsible for controlling the animal.

Support persons

We're committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability be prevented from accessing their support person while on our premises. Consent from the person with a disability is required before any private issues are communicated in the presence of their support person.

Notice of temporary disruption

We'll make a reasonable effort to provide customers with notice in the event of a disruption to 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. We may be unable to give advance notice in case of an emergency disruption.

Employee training

We'll provide training to all individuals who deal with the public in a customer service capacity, as well as those involved in developing and approving customer service policies, practices, and procedures.

We'll provide training to all applicable new staff and offer refreshers to ensure they stay current with any policy or procedural changes related to the AODA Customer Service Standard.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of 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 accessing or using Christie's facilities or accessing services Christie's policies, practices, and procedures relating to the customer service standard.

Feedback process

We welcome all feedback and comments, including those about the delivery of our services to people with disabilities. We'll investigate and respond to all complaints relating to such services in a timely, thorough, and objective manner. Feedback can be made by telephone (519 741 8005), email (accessibility@christiedigital.com), or in writing. All feedback will be directed to the Human Resources department.

All feedback, including complaints, will be handled by Human Resources, and you can expect to hear back within ten (10) business days in the manner in which the feedback was originally communicated

Modifications to this or other policies

We're committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Christie® retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.