

# POLICY: Providing Goods and Services to People with Disabilities

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Trojan Technologies is committed to excellence in serving all customers including people with disabilities.

This plan will provide the provisions of how Trojan will ensure compliance with the Accessibility Standards for Customer regulation enacted under the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”).

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## **Assistive devices**

We will ensure that our associates are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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.

## **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. We will notify customers of this through a notice posted on our premises and stated on our website at [www.trojanuv.com](http://www.trojanuv.com).

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (for example, the wheelchair ramp or designated parking, Trojan Technologies 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:

- Reception
- Entrance to Woodlands building
- On our website at [www.trojanuv.com](http://www.trojanuv.com)

### **Training for staff**

Trojan Technologies will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to staff within 30-days of hire. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Customer Service.
- 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 Trojan Technologies goods and services.
- Staff will also be trained when changes are made to the plan/policy.

### **Feedback process**

Customers who wish to provide feedback on the way Trojan Technologies provides goods and services to people with disabilities can provide feedback by any of the following methods:

- via our website at [www.trojanuv.com](http://www.trojanuv.com)
- by email at [info@trojanuv.com](mailto:info@trojanuv.com)
- in person at our location, 3020 Gore Road, London, ON
- by phone at 519-457-3400 or toll free at: 1-888-220-6118

All feedback will be directed to our Marketing Department and will be responded to in a timely fashion. Complaints will be addressed according to our organization's regular complaint management procedures.

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

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