

## **SIRVA CANADA LP**

### **ACCESSIBLE CUSTOMER SERVICE POLICY**

SIRVA Canada LP (the “Company”) is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws and our obligations under the *Human Rights Code*.

#### **(a) Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are 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 goods, services or facilities.

#### **(b) Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

#### **(c) Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the part of our premises which is open to the public. When we cannot easily identify whether an animal is a service animal, our staff may ask the person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario

- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will ensure the customer with disabilities can access our goods, services or facilities by explaining why the animal is excluded and discussing with the customer another way of providing goods, services or facilities.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, we might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

#### **(d) Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we 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.

Services and facilities include:

2800 Skymark Avenue, Suite 307  
Mississauga, ON L4W 5A6

The notice will be made publicly available as follows:

- on the SIRVA website <https://www.sirva.com/>
- in the SIRVA Canada, LP Toronto office at  
2800 Skymark Avenue, Suite 307  
Mississauga, ON L4W 5A6

#### **(e) Training**

The Company will provide accessible customer service training to all employees and volunteers, any person involved in developing our policies and any person who provides goods, services or facilities to customers to the Company's behalf.

The training will encompass:

- the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- the Company's policies 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 support person;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty accessing the Company's goods, services or facilities.

Staff will be trained on accessible customer service as part of their training when they are first hired and again if changes are made to our accessible customer service policy.

**(f) Feedback Process**

We welcome feedback.

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

By email to: [hrsirva@sirva.com](mailto:hrsirva@sirva.com)

By mail to: 2800 Skymark Avenue, Suite 307  
Mississauga, ON L4W 5A6

The Company will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

All feedback received will be reviewed within a reasonable time period and the Company will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with the Company's complaints process.

**(g) Documents**

The Company will notify the public that documents related to accessible customer service are available upon request by posting a notice in the following location(s)/way(s):

2800 Skymark Avenue, Suite 307  
Mississauga, ON L4W 5A6

The Company will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Any policies of the Company that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.