

## **Accessibility Policies**

Trojan Tire Inc. is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

### **General**

Trojan Tire Inc. is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

### **Information and Communications**

Trojan Tire Inc. is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

Trojan Tire Inc. will consult with people with disabilities to determine their information and communication needs.

### **Employment**

Trojan Tire Inc. will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

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

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Trojan Tire Inc. - 960 Gateway, Burlington, ON, L7L 5K7, Canada

Tel: (+1) 905.633.6886 - Fax: (+1) 905.633.7271

Email: [info@trojantire.com](mailto:info@trojantire.com) - [www.trojantire.com](http://www.trojantire.com)

## **Accessible Customer Service Plan Providing Goods and Services to People with Disabilities**

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

### **Assistive Devices**

We will ensure that people entering our premises with assistive devices will have proper access to entrance door, phones and washroom.

### **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.

### **Notice of Temporary Disruption**

Any disruption to access of the premises at 960 Gateway in Burlington, Ontario will be clearly posted and will include the reason for the disruption and anticipated length of time. The notice will be placed in either the front vestibule or outside of the building.

### **Training**

Trojan Tire Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Directors, Sales Managers and all Office Staff. The training will be provided within 1 week of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Trojan Tire's plan 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.
- What to do if a person with a disability is having difficulty in accessing Trojan Tire's goods and services.

Staff will also be trained when changes are made to the plan.

### **Feedback Process**

Customers who wish to provide feedback on the way Trojan Tire provides goods and services to people with disabilities can do so verbally or by e-mail.

All feedback, including complaints will be directed to the office staff to follow up on.

Customers can expect to hear back within 10 days.

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

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

*THIS DOCUMENT IS AVAILABLE IN PRINTED FORM ON REQUEST*

Trojan Tire Inc. 960 Gateway, Burlington, ON, L7L 5K7

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