



# Accessible Customer Service Policy, Practice and Procedure

Last updated: January 2020

*This policy is prepared in accordance with Macquarie's responsibilities under the **Accessibility for Ontarians with Disabilities Act, 2005**, and applies to the provision of our services and goods not to the services or goods themselves.*

## **Application**

- i. This policy applies to the provision of goods and services at premises operated by Macquarie.
- ii. This policy applies to employees, agents and contractors who deal with the public or other third parties that act on behalf of Macquarie.

## **Statement of Policy**

Macquarie is committed to compliance with the AODA and to providing accessible customer service to all members of the public, including those persons with disabilities.

The provision of Macquarie's services and goods will be made with due regard to the principles of dignity, independence, integration and equal opportunity by:

- a) using alternative methods, when practicable, to ensure that all customers including customers with disabilities have access to our services and goods, in the same place and in a similar manner;
- b) considering individual needs when providing goods and services; and
- c) effectively communicating in a manner that takes into account a customer's disability.

## **Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Macquarie.

Persons who act on behalf of Macquarie will be trained and familiarized on appropriate interaction with customers who may use assistive devices.

## **Guide Dogs and Service Animals**

A person with a disability who is accompanied by guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Persons who act on behalf of Macquarie will be trained and familiarized on appropriate interaction with customers who may be accompanied by a guide dog or service animal.

## **Support Persons**

Macquarie will ensure that support persons accompanying customers will be welcomed.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to the disclosure of confidential information to the support person.

Persons who act on behalf of Macquarie will be trained and familiarized on appropriate interaction with customers who may be accompanied by a support person.

### **Notice of Disruptions in Service**

Access to Macquarie premises or other service disruptions may occur due to reasons that may or may not be within the control or knowledge of Macquarie. In the event of any temporary disruptions to facilities or services used by customers with disabilities to access or use Macquarie's services or goods, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

When disruptions occur Macquarie will provide notice by:

- a) posting notices in appropriate places, at the main entrance and nearest accessible entrance to the service disruption and/or on the Macquarie Canadian website;
- b) contacting customers with appointments;
- c) verbally notifying customers when they are making a reservation or appointment; or
- d) by any other method that may be reasonable under the circumstances.

### **Feedback Process**

Macquarie will provide customers with the opportunity to provide feedback on services provided to customers with disabilities, including on the feedback process established for this purpose.

Information about the feedback process will be available to all customers and notice of the process will be made available by maintaining a feedback link on Macquarie's Canadian website and by specialized feedback forms available at Macquarie's branch offices. Feedback can also be directed to the Human Resources department.

Customers can submit feedback to:

- Human Resources
- 416-848-3500
- 181 Bay Street, Suite 3100, Toronto, ON M5J 2T3
- hrservicedesk@macquarie.com

### **Training**

Training will be provided to all persons covered by this policy, practice and procedure. As required by the AODA, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service*.
- Instructions on how to interact and communicate with people with various types of disabilities.
  - Instructions on how to interact with people with disabilities who use assistive devices, require the assistance of a guide dog or other service animal or require the use of a support person.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- Macquarie's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Macquarie will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Macquarie will keep records of training in compliance with the requirements of the AODA.

**Notice of Availability and Format of Documents**

Macquarie will notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Macquarie, the Macquarie Canadian website and/or any other reasonable method.