

# **Accessible Customer Service Policy**

EMX Enterprises Limited is committed to excellence in serving all customers including people with disabilities.

We will ensure that our staff is trained and familiar with any equipment that we may provide in assistance of any customers with disabilities while accessing our goods and services.

Our company will strive to communicate with people with disabilities in ways that take in to account their disability. We welcome all support people and service animals who act as aides to persons with disabilities on our premises with out charge.

EMX Enterprises Limited will provide any necessary training to its employees and anyone involved in the policies, plans and procedures related to our provision of goods and services such as customers service representatives and area managers.

If new employees are hired in any positions listed above, this training will be given in the first month of employment.

Training will include a review of the *Accessibility of Ontarians with Disabilities Act, 2005* and how it relates to our organization. Any subsequent training will be given to our staff members if any changes are made in the ways we strive to service any of our customers.

Customers who wish to provide feedback or complaints on the way EMX Enterprises Limited provides its goods and services to people with disabilities may do so verbally, by phone or e-mail to the manager. Customers can expect a responce with in 2-3 business days.

EMX Enterprises Limited will notify the public that our policy is available upon request by e-mail and also online at [www.emx.ca](http://www.emx.ca)

Any policy of EMX Enterprises Limited that does not respect and promote the dignity of people with disabilities will be modified or removed.