

Accessibility

Statement of Commitment

Global Contract Inc. is committed to preventing and removing barriers and improving accessibility for persons with disabilities in a timely manner and to ensure equal opportunities and services where possible. We will continually strive to show respect and dignity and independence to all persons with disabilities, including employees, customers and visitors.

Global Contract Inc. is committed to excellence in serving all its customers, including persons with disabilities. “It’s the right thing to do” and Global Contract Inc. acknowledges and endorses the principles of the provincial Accessibility for Ontarians with Disabilities Act. For the purposes of this policy, the definition of “disability” is set out in the attached Schedule “A”.

ACCESSIBLE CUSTOMER SERVICE STANDARD

Communication

Global Contract Inc. will communicate to persons with disabilities in ways that take into account their disability.

Global Contract Inc. does not sell its products or services to the public. However, occasionally invitations are extended by Global Contract Inc. to members of the business and design communities to visit company non-restricted premises and will ask whether such visitors require any accommodation due to a disability.

Notice of Disruption in Services

In the event of a planned or unexpected disruption to facilities for visitors with disabilities (eg, preventative maintenance), Global Contract Inc. will notify invited visitors promptly and take appropriate measures, if available, to accommodate visitors who require assistance.

Assistive Devices

Personal assistive devices are permitted in all office and plant areas except when subject to operator safety. Use and safety of personal assistive devices is the responsibility of the person with the disability.

Visitors to Global Contract Inc.: Service Animals / Support Persons

Global Contract Inc. welcomes persons with disabilities and their service animals. Service animals are allowed in the specified areas of our premises that are open to invited guests. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on visits to our premises.

Global Contract Inc. endeavors to ensure that members of our staff who interact with invited guests are trained and familiar with assistive devices that may be used by customers with disabilities while accessing our facilities.

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Training of Staff

Global Contract Inc. will provide training to those employees who deal with the public and, in the course of their duties, interact with persons with disabilities.

Employees in the following positions will receive such training by the Director, Corporate Human Resources or designate:

- customer service representatives
- showroom staff
- sales personnel
- marketing personnel
- human resources and payroll staff
- health & safety personnel
- security and facilities

Such training will be undertaken upon a new hire, transfer or promotion to one of the above positions as well as for any amendments to the Global Contract Inc. Accessible Customer Service Policy.

Training will include the following:

- a review of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and requirements in particular of the Customer Services Standard
- Global Contract Inc.'s Accessible Customer Service Policy and should the Policy be amended, employees will be briefed in a timely manner
- how to effectively interact and communicate with persons with disabilities
- how to interact with persons with disabilities who use an assistive device, a service animal or support person
- how to use any assistive device which is available on site at Global Contract Inc. (eg, elevators, washrooms, scooters, etc)
- what to do in the event that any barriers are identified at the company which limit or restrict access to the facilities that visitors are permitted to visit at Global Contract Inc.

Feedback

Customers accessing Global Contract Inc.'s services by electronic means or physical visits who wish to provide feedback, including complaints, on the way Global Contract Inc. provides such services can address any concerns in writing to Tony Davis, Director, Corporate Human Resources.

Such feedback will be accordingly addressed and customers can expect to receive a reply in this regard within five working days of our receipt of such feedback.

Policy Availability and Review

Global Contract Inc. will notify the public of our AODA policies through our website, www.globalcontract.com or upon request at 416-739-5000.

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Any Global Contract Inc. policy which does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

If you have any questions regarding this policy, please contact Tony Davis, Director, Corporate Human Resources at 416-661-3660 ext. 4335 or tony_davis@globaltotaloffice.com

SCHEDULE “A”

“disability”, for the purposes of these policies and procedures, is defined in the “Ontarians with Disabilities Act (AODA), as:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,*
- (b) a condition of mental impairment or a developmental disability,*
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,*
- (d) a mental disorder, or*
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act 1997.*