



Capital Office Interiors Limited & McCarthy's Office Furniture Ltd
Accessibility for Ontarians Act 2005
Customer Service Policy Statement

Introduction:

This policy contains statements that meet the requirement of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

Policy Statement:

1. Our Commitment

In fulfilling our mission, Capital Office & McCarthy's Office strives at all times to provide its services in a way that respects the dignity and independence of customers with disabilities. We are also committed to giving customers with disabilities the same opportunities to access our goods and services in the same place and in a similar way as other customers.

2. Providing Goods & Services to People With Disabilities

Capital Office & McCarthy's Office are committed to serving all people with disabilities and we will carry out our functions and responsibilities in the following ways:

- providing assistance with printed materials and estimates for those with vision disabilities
- delivering goods for those who have accessibilities issues
- providing furniture demonstrations on the ground floor for those customers unable to

3. Communication

We will communicate with people with disabilities in ways that take into account their disability. We will attempt to provide materials in a format that is accessible for people with disabilities. We will train staff on how to interact and communicate with customers with various types of disabilities.

4. Telephone Services

We are committed to providing accessible telephone services to our customers. We will train office staff on how to interact and communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by mail or email if telephone communication is not suitable to their communication needs, or is not available.



5. Assistive Devices

We are committed to serving people who use assistive devices.

6. Use of Service Animals and Support Persons

We are committed to welcoming customers who are accompanied by a service animal in the public areas of our building.

We will ensure that personnel dealing with customers are trained on how to interact with customers who are accompanied by a service animal.

We are committed to welcoming customers who are accompanied by a support person.

7. Training of Staff

The corporate CFO has responsibility for coordinating the training for all employees and contractors who deal with customers.

8. Feedback Process

Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way we provide services to customers with disabilities can be made to the CFO as follows:

By mail: Capital Office Interiors 16 Antares Dr Nepean, ON K2E 7Y7 Attn: CFO

By email: accessibility@capitaloffice.com

All feedback will be reviewed and customers can expect to hear back within ten days.

All correspondence will be kept confidential

Complaint procedures will be documented and made available to management.