

Accessible Customer Service Policy (Ontario)

Effective Date	Applicable to	Policy No.
September 2013	All Livingston International employees	E.56

Purpose

To ensure at all times that Livingston International (“Livingston” or the “company”) strives to provide services in a way that respects the dignity and independence of people with disabilities.

Scope

This policy covers physical public spaces controlled by Livingston and communication access to services provided by Livingston for people with disabilities.

Policy statement

Livingston International is committed to giving clients the opportunity to access our services in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and other applicable legislation for facilities outside Ontario when serving Ontario clients and/or customers. We respect the independence, dignity, integration and equality of all people with disabilities who visit our work places or access our services.

Responsibilities

- In buildings owned by Livingston, the company will assume responsibility for accommodating people with disabilities, such as by installing and maintaining ramps or elevators.
- In leased locations, Livingston’s facilities and administration services group will assess and negotiate any necessary accommodations with landlords. In the event that it is neither possible nor practical to accommodate people with disabilities, alternative arrangements will be made to ensure they can access services.
- Livingston will ensure that communication media are accessible by people with disabilities in ways that take into account their needs, such as by means of larger fonts.
- Livingston will ensure that people with disabilities are able to use their personal assistive devices when visiting Livingston locations.
- Livingston will ensure that people with disabilities who are accompanied by support persons or service animals are able to access our facilities and services.
- Where possible, Livingston will provide a notice on our web site and at the relevant facility in the event of a planned or unexpected disruption at the facility or to services that could affect people with disabilities.

Questions and concerns

Clients and other stakeholders may report questions or provide feedback to Livingston by e-mail to info@livingstonintl.com or by calling 1-800-226-1875 ext. 4040.

Related Policies

- *Code of Business Ethics*
- *Visitors in the Workplace Policy*