



**AdMill Group:** AODA Customer Service Accessibility Policy

**Policy Name:** Customer Service Accessibility Policy

**Effective Date:** December 12, 2024

**Reviewed Date:** January 22, 2025

**Approved By:**

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## 1. Purpose

The Admill Group is dedicated to delivering an exceptional customer experience for everyone, including individuals with disabilities. This policy outlines our commitment to ensuring that our services, products, and interactions are accessible, respectful, and inclusive, in line with the **Accessibility for Ontarians with Disabilities Act (AODA)** and the **Customer Service Standard**. Our goal is to make all customers feel welcome, valued, and fully supported in their interactions with us.

## 2. Scope

This policy applies to all employees, contractors, and agents of **AdMill Group**, and covers all customer interactions—whether in person, over the phone, online, or through any other communication channel. It is our promise that we will continually work to improve accessibility and remove barriers to ensure that our customers have a seamless experience.

## 3. Our Commitment to Accessible Service

We believe that every customer deserves excellent service. To ensure that we meet this commitment, we will:

- **Make Services Accessible:** We will ensure our services, products, and spaces are easily accessible to all, including those with disabilities, so that every customer can enjoy the full benefits of what we offer.



- **Provide Support and Assistance:** We will make every effort to accommodate the unique needs of our customers. If you need assistance, we are here to help, whether it's offering guidance, providing accessible formats, or adjusting the way we deliver our services.
- **Training with a Customer-Focused Approach:** Our staff will be trained to interact with customers with disabilities in a thoughtful, respectful, and helpful way. We empower our team to understand your needs and offer personalized assistance to make your experience with us as smooth as possible.
- **Assistive Devices and Services:** We are committed to providing access to any assistive devices and technologies that may help you navigate our services more effectively. If there is something you need that would improve your experience, just let us know.
- **Welcoming Service Animals and Support Persons:** We are pleased to welcome service animals and support persons into our facilities. Your comfort and independence matter to us, and we will ensure you and your support person have all the help you need.

#### 4. How We Communicate

We understand that everyone communicates differently, and we are committed to finding the best way to engage with you. We will:

- Provide information in formats that work for you—whether that's large print, Braille, accessible PDFs, or another option.
- Ensure all communications are clear, easy to understand, and accessible.
- If you need help understanding something, please don't hesitate to ask us for assistance.

#### 5. Keeping You Informed About Service Changes

If something temporarily disrupts our services—such as a facility closure, equipment malfunction, or another accessibility concern—we will inform you as soon as possible. We will always provide information about the disruption and offer alternative options to ensure that your needs continue to be met without delay.



## 6. Share your feedback with us

Your feedback is important to us. We want to hear from you if you have suggestions on how we can improve our accessibility or customer service. You can reach us through:

- **Email:** [hr@admillgroup.com](mailto:hr@admillgroup.com)
- **Phone:** 416-789-0789 ext. 229
- **In-Person:** Speak to a staff member or use our accessible feedback form.

We will listen carefully to your feedback, review any concerns raised, and work quickly to make any necessary changes. You will always be informed of the steps we are taking in response.

## 7. Our Staff's Commitment to Service Excellence

Every team member at AdMill Group provides you with the highest level of service. Our staff:

- Are trained to understand accessibility and are ready to assist in a way that best supports your needs.
- Are respectful, patient, and focused on providing a positive experience for you.

## 8. Continuous Improvement and Regular Reviews

We believe in always improving. Our goal is to ensure our services are consistently accessible, and we regularly assess and update our approach to ensure we are meeting your expectations. We will review this policy annually to ensure it remains effective and reflects the latest accessibility practices.

## 9. Contact Information

If you have any questions, concerns, or requests, or need assistance with accessing our services, please reach out to us.



## AdMill Group

Email: [hr@admillgroup.com](mailto:hr@admillgroup.com)

Phone: 416-789-0789 ext. 229

Address: 1860 Midland Avenue, Scarborough, ON

## 10. Our Promise

The Admill Group is committed to providing a customer experience where everyone, regardless of ability, feels valued and included. By following this policy, we aim to make sure that every customer can access our services with ease, dignity, and respect. If there's anything we can do to enhance your experience, please don't hesitate to let us know. We are here to support you every step of the way.