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1. PURPOSE

The purpose of this policy is to achieve service excellence to customers with disabilities.

2. POLICY

In fulfilling our mission, Crawford & Company (Canada) Inc. strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. RELATED REFERENCES

- *Solicitation and Distribution*

4. PROVIDING SERVICE TO PEOPLE WITH DISABILITIES

Crawford & Company (Canada) Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

A. Communication

Crawford is an Employment Equity employer. In support of Employment Equity principles, Crawford undertakes to ensure that no person is denied employment opportunities or benefits for reasons unrelated to ability and to achieving and maintaining a workforce that is representative of women, Aboriginal peoples, persons with disabilities and members of visible minorities.

Crawford undertakes to identify and remove any discriminatory policies and practices found in the recruitment, selection and hiring, promotion, training, retention and termination of employees in all levels and categories of employment.

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

B. Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers through alternative methods such as email or relay services if telephone communication is not suitable to their communication needs or is not available.

C. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that all applicable employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

We will also ensure that staff know how to use any assistive devices available on our premises for customers:

D. Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

5. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Crawford & Company (Canada) Inc.'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

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6. NOTICE OF TEMPORARY DISRUPTION

Crawford & Company (Canada) Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters at the affected location.

7. TRAINING FOR STAFF

Crawford & Company (Canada) Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

All of the above individuals who are located in or interact with residents of Ontario will receive sufficient training.

This training will be provided through our online KMC (Knowledge Management Centre) within 1 month of the individual's hire date.

Training will include the following:

- A.** The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- B.** How to interact and communicate with people with various types of disabilities
- C.** How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- D.** How to use any assistive devices available on Crawford & Company (Canada) Inc's premises or otherwise that may help with the provision of services to people with disabilities.
- E.** What to do if a person with a disability is having difficulty in accessing Crawford & Company (Canada) Inc.'s services.
- F.** Crawford & Company (Canada) Inc.'s policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

8. FEEDBACK PROCESS

Crawford is an Employment Equity employer. In support of Employment Equity principles, Crawford undertakes to ensure that no person is denied employment opportunities or benefits for reasons unrelated to ability and to achieving and maintaining a workforce that is representative of women, Aboriginal peoples, persons with disabilities and members of visible minorities.

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The ultimate goal of Crawford & Company (Canada) Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Crawford & Company (Canada) Inc. provides services to people with disabilities can be made through email, telephone, or in person. All feedback will be directed to the Human Resources Manager, Employment Practices. Customers can expect to hear back within 48 hours.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

9. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Crawford & Company (Canada) Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. RESPONSIBILITY

It is the responsibility of Managers and/or Supervisors to ensure that all new employees who are located in or interact with the public in Ontario receive the necessary tools to complete the mandatory AODA Training.

Once notified, it is the responsibility of the employee to fully complete this training in a timely manner.

If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Human Resources Manager, Employment Practices.

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