

## **Tacel Accessibility Policy 012025**

Tacel Ltd. is committed to excellence in serving all members and the public, including people with disabilities. From providing our employees relevant training to ensuring that any unexpected disruptions to services or facilities for people with disabilities are publicly communicated, we take accessibility very seriously.

### **Our Plan:**

#### **Providing Goods and Services to People with Disabilities**

Tacel Ltd. is committed to excellence in serving all members and the public including people with disabilities.

#### **Assistive Devices**

We will ensure that our employees are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods or services.

#### **Communication**

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

#### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

#### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, for example, automatic doors or elevators, Tacel will notify members and the public. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services if available. This notice will be placed on entrance doors to our premises.

#### **Training for Employees**

Tacel will provide training to employees who deal with our members, the public or other stakeholders. All employees located in Ontario will be provided with training and pertinent reference materials. The training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Tacel's plan related to customer service standard.

- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing Tacel's goods and services.
- Employee will be trained also when changes are made to the plan.

### **Feedback Process**

Those who wish to provide feedback on the way Tacel provides goods and services to people with disabilities can provide feedback by email, telephone or letter.

All feedback or complaints should be directed to Tacel Customer Service and a response will be issued within ten (10) business days.

### **Mailing Address:**

Attn: Customer Service  
1148 Bellamy Road N.  
Scarborough, ON, M1H 1H2

**Telephone:** 416-750-4646 or 877-750-4646

**Email:** [customer.service@tacel.ca](mailto:customer.service@tacel.ca)

### **Notice of Availability**

Tacel will notify the public that our Accessibility Policy is available upon request and is posted on the Tacel website.

### **Modifications to this or other Policies**

Any policy of Tacel that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.