



Statement of Commitment

ATX is committed to providing exceptional service to all customers including persons with disabilities and will observe the following plan to ensure this.

Assistive Devices

We will ensure that our employees are provided with training on assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communications

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

Service Animals & Support Persons

We welcome people with disabilities, their service animals and support persons on the parts of our premise made accessible to the public.

Training

ATX will provide accessible customer service training to employees and others who deal with the public or other third parties on our behalf in Ontario. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Applicable staff will also be trained when changes are made to our accessibility plan. Training will include:

- An overview of this Plan;
- An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the customer service standard; and
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.

Feedback Process

Comments on our policies, practices and approach to ensuring accessibility are welcome and appreciated. Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as in writing, by telephone, by email or otherwise to the contact below. Customers can expect to receive a response within ten (10) business days.

Trinda Searle, Vice President, Corporate Services
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Modifications to this or other Policies

This policy and its related procedures will be reviewed as required in the event of legislative changes. This policy will be made available in alternative formats upon request.

