

PURCHASE ORDERS

i3 International Inc. is committed to excellence in serving all customers including people with disabilities. We are committed to providing our 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 goods and services and allowing them to benefit from the same services, in the same place and in a similar way to other customers.

Assistive devices

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

Communication

We will communicate with people with disabilities in ways that consider their disability. We will provide training for staff that communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services. We are committed to providing a 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. Bell Canada Relay Service is also available at no charge for local calls – at 1-800-855-0511.

We will offer to communicate with customers by e-mail or Microsoft Teams chat if telephone communication is not suitable to their communication needs or is not available. We also offer remote TeamViewer support to customers who have connected their systems to an accessible network.

Service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal to 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.

Support persons

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 i3 International 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. 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

i3 International 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, the anticipated duration, and a description of alternative facilities or services, if available.

Training for staff

i3 International Inc. will provide training to 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 teams will be trained:

- Executive Management Team
- Regional and National Sales Managers
- Customer Care & Account Management Representatives
- Service Team
- Repair Team
- Administrative Team
- Finance Team
- Procurement and Inventory Specialists
- Shipping & Receiving personnel
- IT team
- Support Team
- Training Team

This training will be provided to staff **during the on-boarding/training process, within the first 3 months of hire**. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- i3 International Inc.'s accessible customer service plan.
- 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
- How to use the Bell Canada Relay Services – 1-888 RELAY-21 (735-2921)
- What to do if a person with a disability is having difficulty in accessing i3 International Inc.'s goods and services
- i3 International'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.

Feedback process

The goal of i3 International Inc. is to surpass customer expectations while serving all customers including those with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way i3 International Inc. provides goods and services to people with disabilities can be made by e-mail to customercare@i3international.com or verbally to 1-866-840-0004 (at the prompt, select 1 for Customer Care). All feedback will be directed to the Quality Team as part of our ISO 9001:2015 process for Customer Satisfaction and Customer Complaints. Customers can expect to hear back in 2 business days.

Modifications to this or other policies



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

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 i3 International Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this Policy

This policy exists to achieve service excellence for customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by our General Manager or Human Resources Manager.