



Accessible Customer Service Policy

Accessible Customer Service

SecureKey Technologies Inc. is committed to excellence in serving all customers including people with disabilities. SecureKey will follow the principles of independence, dignity, integration and equality of opportunity to make every effort to provide accessible services to our customers.

This Customer Service Program meets the compliance requirements of the Customer Service Standards of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and customer requirements.

Procedures:

To ensure compliance and to articulate the type of service customers can expect from SecureKey, we will:

- Ensure our call centre staff and reception staff are familiar with various types of assisted devices
- Welcome people with disabilities and their support person or service animals into our offices
- Communicate with people with disabilities in an appropriate way considering their disability
- Communicate any impact to services used by customers with disabilities by posting a notice on our website
- Make the policy available to all interested parties upon request

Feedback Process

Customers who wish to provide feedback on the way SecureKey provides goods and services to people with disabilities can:

Email: info@securekey.com

Call: 416-477-5625

All feedback, including complaints, will be directed to the HR department.

Customers can expect to hear back in 5 business days.

Modifications to this or other policies

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