



## **Accessibility Policy**

### **Customer Service and Built Environment**

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#### Intent

Quartek Group Inc is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, work for the company, access information provided by the company, or use the company's goods and services.

The company works to identify and remove barriers and prevent new barriers for persons with disabilities as they relate to employment, receipt of goods and services, the built environment, and information and communications. The company acts so that dignity and inclusion can be experienced by all. This policy outlines the company's strategy for identifying, removing, and preventing these barriers.

#### Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Assistive device: Any medical device, mobility aid, communication aid, or other aid that is specially designed to assist a person with a disability with a need related to their disability.

Communication supports: Captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Constructive discrimination: Also referred to as adverse effect, is discrimination that unintentionally singles out a particular group, resulting in unequal treatment.

Conversion-ready: An electronic or digital format that facilitates conversion into an acceptable format.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Mobility aid: Any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis, or other aid that is specially designed to assist a person with a disability with a need related to mobility.

Service animal: An animal that can be recognized by visual indicators such as a vest or harness that is being used by an individual with a disability for reasons relating to the person's disability.

Support person: Another person who accompanies an individual with a disability in order to help with communication, mobility, personal care, medical needs, or access to goods and services.



## Guidelines

### **Customer Service**

#### Access to Goods and Services

Quartek Group Inc seeks to provide barrier-free access to the company's goods and services for all customers. Where barriers cannot be removed, alternate means for accessing goods or services are provided to the best of the company's ability.

#### Support Persons and Service Animals

If a customer with a disability is accompanied by a support person, Quartek Group Inc ensures that both persons may enter the premises together and that the customer is not prevented from having access to the support person. A customer with a disability accompanied by a service animal may access premises that are open to the public unless otherwise excluded by law.

The company attempts to accommodate the customer and support person to sit with one another. In situations where confidential information might be discussed, consent is obtained from the customer before any potentially confidential information is mentioned in front of the support person.

#### Communication

Quartek Group Inc understands the importance of accessible digital and non-digital forms of communication and does its best to provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication supports are provided upon request, in a timely manner and at no additional cost.

#### Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Quartek Group Inc. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice.

When disruptions occur, the company will:

- Post notices in the nearest accessible entrance to the service disruption;
- Update the company website with information about the disruption; and
- Contact customers with reservations or appointments by any method that may be reasonable under the circumstances.

The company makes every reasonable effort to indicate when services will resume and suggest alternatives that can be used during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, notice may not be possible.

#### Emergency Notifications

Quartek Group Inc provides emergency and public safety information, plans, procedures, maps and warning signs at evacuation points, and any other emergency alert information in accessible formats or with appropriate communication supports, upon request. Alarm systems are both auditory and visual.



The company will:

- Work with any individuals requesting information to best meet their needs;
- Ensure emergency information can be seen, read, and heard by anyone, including people with disabilities; and
- If a person with a disability requires assistance in an emergency, make sure an employee is available to assist.

## **Feedback**

Quartek Group Inc acknowledges that customer and employee feedback can lead to improved service, increased clientele, a reduction in complaints, improved working conditions, and an improved workplace culture, especially as it applies to accessibility. The company ensures that feedback can be provided by persons with disabilities through various methods. Feedback forms, along with alternate accessible methods of providing feedback, are available upon request.

Individuals who provide formal feedback receive acknowledgement of their feedback, along with information regarding any resulting actions based on their submitted concerns or complaints.

Feedback can be submitted to:

Doug Peters, President  
905-984-8676  
89-91 St. Paul Street, Suite 100  
[dpeters@quartekgroup.com](mailto:dpeters@quartekgroup.com)

Feedback can be provided anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

## **Building Accessibility**

Quartek Group Inc works to ensure that the built environment, including building interiors and exteriors, is designed to facilitate barrier-free access to goods, services, and employment for customers and employees. If areas of the built environment are not accessible for certain individuals with disabilities, the company will work with the individual to provide an alternate means of access up to the point of undue hardship.