



## **ACCESSIBLE CUSTOMER SERVICE POLICY**

*For Use in the Province of Ontario*

### *Service Provision*

Cision is committed to excellence in serving all of its customers, including customers with disabilities. CISION will work with its customers to provide its services in a manner that respects the dignity and independence of persons with disabilities.

### *Communication*

Communication between CISION and its customers is the basis of customer service. CISION will work with persons with disabilities to provide alternatives that facilitate effective communication.

### *Assistive Devices, Service Animals and Support Persons*

CISION recognizes that some customers with disabilities use assistive devices, service animals and support persons in order to benefit from its services. CISION welcomes customers who use assistive devices, support animals and support persons and will work to facilitate the use of these by the customer.

### *Disruption of Service*

In the event of a planned or unexpected disruption to services or facilities which may impact customers with disabilities, CISION and its representatives will make every effort to inform customers as soon as possible.

### *Employee Training*

CISION will provide training on the AODA and the Customer Service Standard to employees who service our customers as well as employees who are involved in policy development.

### *Feedback Process*

Should you wish to provide feedback you may contact [hrsupport.canada@cision.com](mailto:hrsupport.canada@cision.com). This policy is available in alternative formats on request.

### *Modifications to this or other Policies*

We are committed to developing client service policies that respect and promote the dignity and independence of visitors with disabilities. CISION will consider its customers with disabilities in modifications to this or other policies.