



Customer Service Policy: Providing Services to People with Disabilities

Pulse Services Inc.

“Our Mission is to be the customer's first choice for IVR Solutions by consistently delivering services and expertise of the highest quality.”

Providing Service to People with Disabilities

In fulfilling our mission, Pulse Services Inc. strives at all times to provide its services in a way that respects the dignity and independence of all customers including people with disabilities. We will carry out our functions and responsibilities in the following areas:

I. Communication:

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

We are committed to providing 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.

We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

II. Assistive devices:

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

III. Use of Service Animals and Support Persons:

Pulse Services Inc. is committed to welcoming people with disabilities who are accompanied by a service animal on our premises that are open to the public and other third parties. We will also ensure that all staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Pulse Services Inc. is 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 our 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.

IV. Notice of Temporary Disruption:

Pulse Services Inc. property management 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, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and reception area on the premises.

V. Training for Staff:

Pulse Services Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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
- What to do if a person with a disability is having difficulty in accessing Pulse Services Inc. services

Pulse Services Inc. employees will be trained on an ongoing basis when changes are made to our policies, practices and procedures.

VI. Feedback Process:

The ultimate goal of Pulse Services Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provides services to people with disabilities can be made by e-mail, verbally (by phone or in person) or in writing (delivered by person or mailed). All feedback will be directed to Kandeepan Kandasamy, CFO Pulse Services Inc. Customers can expect to hear back within 7 business days.

VII. Modifications to This or Other Policies:

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

VIII. Questions About This Policy:

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Kandeepan Kandasamy of Pulse Services Inc.