



ACCESSIBLE CUSTOMER SERVICE POLICY
ACUITY BRANDS LIGHTING CANADA, INC.

Acuity Brands Lighting Canada, Inc. is committed to providing its goods and services in ways that respect the dignity and independence of people with disabilities allowing them to benefit from the same services in the same places and a similar way as other customers. Anticipating the special requirements customers and offering assistance whenever possible is an ongoing priority.

Here's what you can expect from us:

- Our **communications** will demonstrate commitment to serve customers with disabilities
- Our customers are welcome to use their own personal **assistive devices** to access our office and services
- **Support people and service dogs** are also welcome to accompany our disable customers in our offices and showroom
- If we are temporarily unable to offer any special facilities or services that assist customers with disabilities, we will immediately **provide notice of interruption** and the anticipated time when these services will be returned.
- Our entire staff receives ongoing and documented **training** in order to properly communicate with and provide assistance to people with various disabilities.

Customer Feedback

We actively encourage the participation of all customers in our feedback process. In addition to sharing your comments in person you may also contact us by phone or email noted below.

Dawn Wong

Operations Manager

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