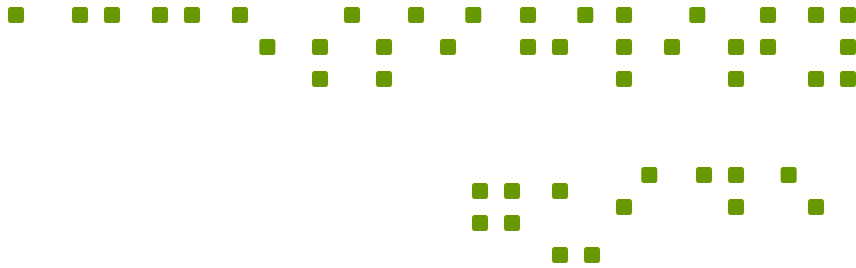




Accessibility Guide



Accessible Customer Service Policy for Ontarians

Providing Services to Ontarians with Disabilities.

The Thistle Ontario office is committed to excellence in serving all clients and service providers including people with disabilities.

This policy will be provided to any clients or service providers as requested and in a format that takes into account the requestor's disability.

Modifications to this or other policies

Any policy of Thistle/JLT that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Assistive Devices

The Thistle Ontario office will accommodate, wherever possible, personal assistive devices and offer alternative service deliver methods that enable clients and service providers with disabilities to access our service.

Support Persons

A person with a disability who requires a support person will be permitted and encouraged to have that person attend meetings with them.

Service Animals

Thistle welcomes people with disabilities and their service animals.

Service animals are permitted in the reception area, boardrooms and restrooms.



Communication

The Thistle Ontario office will make every effort to communicate and interact with people with disabilities in ways that take into account and accommodate (where possible) their disability.



Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for clients or service providers with disabilities, such as the elevators, the Thistle/JLT Ontario office will notify clients or service providers promptly.


A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed in the main lobbies to the office buildings, on our company website and in the case of a scheduled disruption of facilities an additional notice will be posted at the receptionist desk.

If you would like to visit our office in person and require assistance:

We will arrange for an individual to meet you in our lobby to assist you to our office.

You can either call our reception (416) 628-2133 or e-mail us at info@thistlecanada.com to notify us of:

- Your time of arrival; and 
- Any other requirements you may have

Notice ahead of time would be greatly appreciated so that we can make your experience as comfortable as possible.

Additional services detailed on next page...

Additional Services:

These services include, but are not limited to:

- Conducting meetings at the broker's/client's or service provider's place of business if possible or requested
- Written communication via e-mail vs. verbal communication
- Exchanging handwritten notes in a face-to-face meeting
- Verbally reviewing documents via teleconference or in person
- Increasing the font size on documentation

If you would like to arrange these services, you can either call our reception (416) 628-2133 or e-mail us at info@thistlecanada.com.

We will happily discuss any alternative arrangements upon request.



Training

Training will be provided to all Thistle/JLT Ontario employees and others who deal with the public or other third parties on Thistle/JLT's behalf in Ontario.

This will include:

- All Ontario employees and third parties (i.e. Consultants) that act on behalf of Thistle/JLT in Ontario
- Executive or managerial employees who create policies and procedures for Thistle/JLT

Training will be provided to new employees within the first month of their start date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Thistle/JLT's Accessible Customer Service Plan for Ontarians
- 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 Thistle/JLT's services
- Who to contact in the event that an assistive device is required



Feedback Process

Those who wish to provide feedback to Thistle Canada. Please submit your comments via:

E-mail: info@thistlecanada.com

Telephone: (416) 628-2133

In writing: Suite 603 – 55 University Avenue PO Box 5,
Toronto, ON M5J 2H7 (*Attention: Nick Lee*)

In person: Thistle Office Management

All feedback will be directed to the appropriate management personnel for review. Those who provide their contact information can expect to hear back within three (3) business days.

