**Accessible Customer Service Plan**

**Providing Goods and Services to People with Disabilities**

StorageVault Canada Inc.is committed to excellence in serving all customers including people with disabilities.   
  
**Assistive Devices**   
The Company recognizes that some visitors with disabilities use assistive devices in order to access or benefit from the Company’s services. We will use our best efforts to accommodate all assistive devices. If necessary, the Company will use alternate methods to provide service to visitors with disabilities in a manner that takes their disability into consideration. The Company will ensure that designated employees are trained and familiar with various assistive devices that may be used by visitors with disabilities while accessing our services.

**Communication**   
We will communicate with people with disabilities in ways that take into account their disability.   
  
**Service Animals**   
We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public while wearing the appropriate vests and identificiation.  
  
**Notice of Temporary Disruption**   
In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at any of our Ontario locations, a notice will be put on the company website, and displayed on site with signage. The notice will be placed at [www.storagevaultcanada.com](http://www.storagevaultcanada.com), including the appropriate storage brand and on the locations front office door.   
  
**Training**   
The Company provides training to all its employees regarding the provision of excellent service to individuals with disabilities. The Company also commits to provide this training to all new members within 90 days of their start date.

Individuals in the following positions will be trained: 

* Employees within Operations – Solution Centre
* Regional Managers
* Site Managers
* Storage Solution Experts
* Maintenance Staff

Training will include: 

* An overview of the Accessibility for the Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
* StorageVault Canada Inc. plan related to the customer service standard.
* How to interact with people with various types of disabilities.
* How to use the elevators, ramps, and easy access doors. As well as units that may be more accessible.
* What to do if a person with a disability is having difficulty in accessing the property or storage unit.
* StorageVault Canada Inc., goods and services.

Staff will also be trained when changes are made to our Accessibility Plan.   
  
**Feedback Process**   
Customers who wish to provide feedback on the way StorageVault Canada Inc.provides goods and services to people with disabilities can email their feedback to [AODA@storagevaultcanada.com](mailto:AODA@storagevaultcanada.com). All feedback, including complaints, will be directed to Ishan Byrde. Customers can expect to hear back within 3 to 5 business days.   
  
**Modifications to This or Other Policies**   
Any policy of StorageVault Canada Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.