

Customer Service Standards Policy

Accessibilities for Ontarians with Disabilities Act (AODA, 2005) – Customer Service Policy

Statement of purpose

Bonfire Interactive Ltd. (herein referred to as “Bonfire”) is committed to providing customers with consistently high levels of customer service. In the pursuit of Bonfire’s commitment, the company will strive to ensure that Bonfire’s products, services, and facilities are accessible.

Employees shall uphold the company’s values and act in accordance with the behaviours outlined in the guidelines below.

Guidelines

At Bonfire, all employees will receive training on accessible customer service and how to appropriately interact with people. Employees will:

- Greet customers in a friendly manner, and provide them with quality service;
- Provide knowledgeable service to customers;
- Treat customers fairly, with respect and dignity;
- Treat customers with patience and understanding;
- Respect customer privacy and handle confidential information appropriately;
- Take responsibility and be accountable for the accuracy and quality of work; and
- Act with integrity at all times.

Bonfire will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity. When possible and practicable, the company will:

- Provide copies of Bonfire’s customer service standards policy upon request and ensure that the format is accessible for the customer.
- Ensure that Bonfire’s products and services are accessible and meet a consistently high standard of quality.
- Ensure that customers can access appropriate feedback mechanisms and can contact the company regarding concerns. Customer feedback will be carefully considered, and Bonfire will work to address comments, suggestions, and concerns. The company will appropriately acknowledge the receipt of feedback.
- Only collect and use customer information in a lawful manner that protects the privacy of Bonfire’s customers and complies applicable privacy legislation.
- Ensure that Bonfire’s facilities, products, and services are accessible to persons with a disability. We will meet or exceed all applicable legislation regarding the provision of customer service.
- Ensure all staff members provide professional, polite, and helpful service, while ensuring that all interactions are conducted with integrity, discretion, and respect.
- Provide all staff with appropriate online customer service training within three weeks of hire date, to ensure the consistent delivery of exceptional service.

Training Requirements

- Bonfire will provide training for its employees and volunteers regarding Customer Service as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Bonfire's policies, and all other persons who provide goods, services or facilities on behalf of Bonfire
- Training will be provided as soon as is reasonably practicable. Training will be provided on an ongoing basis to new employees and as changes to Bonfire's accessibility policies occur.

Feedback process

Anyone, including Bonfire's customers, employees, and/or the general public, is welcome to provide Bonfire with feedback in regard to Bonfire's accessibility plans, policies, and/or processes. Feedback can be provided directly to Bonfire to Bonfire's accessibility email address: accessibility@gobonfire.com or via telephone or mail. Additionally, in-person meetings to provide feedback can be arranged using any of these methods.

Any feedback received by Bonfire will be reviewed and addressed as soon as practicable. Those who submit feedback can expect to receive acknowledgement via the same method of communication initially used.

Accessibility Email

accessibility@gobonfire.com

Phone Number

1 (800) 354 8010

Mailing Address

121 Charles St. W.
#C429, Kitchener ON
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Revision History

Date	Updates
April 21, 2020	Revised
March 9, 2020	Updated training info; Added feedback process and revision history
February 6, 2020	Document Created