



Accessibility for Customer Service

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| Subject: | Accessibility for Customer Service | Issued: | Nov, 2024 |
| Owner | Workplace Health and Safety&Compliance | Replaced | December, 2023 |
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KEY PRINCIPLES

Our policy is based on:

- Respect for the dignity and independence of people with disabilities.
- Equal opportunity for people with disabilities to access, use and benefit from membership with the same quality and timeliness that others receive.
- Full integration of services provided to people with disabilities, alongside services provided to the broader public, unless alternative ways of providing the services are necessary to ensure equal opportunity.

POLICY

Compass Credit Union is committed to ensuring that its policies, practices, procedures, and programs are consistent with the following:

- Products and services will be provided in a manner that respects the dignity and independence of all, including persons with disabilities.
- Products and services will be provided to persons with disabilities with the same attention to quality and timeliness that is provided to others.
- Products and services provided to persons with disabilities are integrated with regular services, unless an alternate measure is necessary, to enable a person with a disability to obtain, use or benefit from the product or services.
- Members with disabilities will be given equal opportunity to obtain, use and benefit from our products and services.
- Everyone will be treated with courtesy, made to feel welcome, and have their need for disability-related accommodation respected, whenever they access a product or service.
- Feedback is invited and responses to feedback will be provided in a timely manner by the Health and Safety Committee where one member of staff is located at each branch.
- This policy can be made available in alternative formats upon request.