

Huntington Accessible Service Policy

Intent

Huntington strives at all times to provide goods and/or services in a way that respects the dignity and independence of persons with disabilities.

This policy is available in alternate formats upon request.

Practice

Communication:

Huntington employees will communicate to persons with disabilities in ways that take into account their disability.

Training:

Huntington will ensure that all employees who interact with our customers and other third parties receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided to our employees as part of orientation training for new employees and on a continuing basis as required, such as when changes are made to our Accessible Customer Service Policy.

Training will include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Accessibility Standards for Customer Service;
- Information about our policies, procedures and guidelines pertaining to the provision of our goods and/or services to customers with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a disability is having difficulty in accessing goods, services or resources;
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- How to use the equipment or devices available in order to services persons with disabilities.

Assistive Devices:

Huntington is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and/or services.

Huntington will inform customers of the assistive devices that are available on the Company's premises.

While our employees are committed to familiarizing themselves with the various assistive devices that may be used by customers, where an employee is not immediately able to service the customer via the assistive device he/she uses, that employee will immediately refer the matter to Victoria MacDonald, CHRO (victoria.macdonald@flightnetowrk.com) who will be vested with the responsibility to achieve the necessary customer service to that customer via that assistive device as quickly as reasonably possible.

Use of Service Animals and Support Persons:

Persons with disabilities may bring their service animal on the parts of our premises that are open to our customers or other third parties, and the animal is not otherwise excluded by law. Our employees will ensure that all employees, including volunteers and third parties, dealing with customers are trained in how to interact with persons with disabilities who are accompanied by a service animal. It is the responsibility of the person with a service animal to control the animal at all times. In the event an employee is allergic to animals, alternative arrangements will be negotiated.

Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the Company's premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

Notice of Temporary Disruptions:

We will make reasonable effort to provide customers with notice in the event of a planned or unexpected disruption in the facilities or services normally used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services, if available.

Feedback Process:

Huntington welcomes feedback, including feedback in the delivery of goods and/or services to persons with disabilities. Customers can submit feedback to Allison Eberle, Vice President Operations (allison.eberle@huntington.com). Customers can expect to hear back in 72 hours. Complaints will be addressed according to the Company's regular complaint management procedures.

Modifications to this or Other Policies:

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no change will be made to this policy before considering the impact on persons with disabilities. Any Company policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Questions about this Policy:

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy please contact:

Victoria MacDonald, CHRO
Victoria.macdonald@flightnetwork.com