

# **ACCESSIBILITY/CUSTOMER SERVICE POLICY STATEMENT**

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

### **1. Our Mission:**

Curry's Art Store Limited is committed to Inspiring Creative Expression. In order to achieve this mission, we are committed to providing a comfortable, helpful, safe, equitable and inspiring shopping environment for everybody, with the goal of giving all people a 'voice' through creativity.

### **2. Our Commitment:**

In fulfilling our mission, Curry's Art Store Limited strives to provide its goods and services in a way that respects the dignity, independence, integration, and equality of opportunity for people with disabilities at all times. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

### **3. Providing goods and services to people with disabilities:**

Curry's Art Store Limited is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

a) Communication:

We will communicate with people with disabilities in ways that take their disability into account.

We will provide information to staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

b) Telephone services:

We are committed to providing fully accessible telephone service to our customers. We will train our staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail if telephone communication is not suitable to their communication needs or is not available.

c) Assistive devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

d) Communication and Billing:

We will communicate with people with disabilities in ways that take their disability into account. We are committed to providing accessible invoices to all customers. For this reason, invoices will be provided in the following formats upon request: hard copy/ e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or by e-mail.

e) Website:

With our continuous development of our website, we will work towards meeting or exceeding the internationally accepted web accessibility standards (WCAG2.0 level AA). We are committed to providing web access to all customers regardless of their accessibility needs.

#### **4. Use of service animals or support person:**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff are informed on conduct around service animals as they are performing a job and are not to be approached.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Curry's Art Store Limited's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

#### **5. Notice of temporary disruption:**

Curry's Art Store Limited will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

#### **6. Feedback process:**

The ultimate goal of Curry's Art Store Limited is to meet and surpass customer service expectations while serving customers with disabilities. Feedback on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Curry's Art Store Limited provides goods and services to people with disabilities can be made by email or verbally to a manager. All feedback will be directed to our Human Resources Department, [hr@currys.com](mailto:hr@currys.com). Customers can expect to hear back within 3 business days.

#### **7. Modifications to this or other policies:**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Curry's Art Store Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**8. Questions about this policy:**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Human Resources Department ([hr@currys.com](mailto:hr@currys.com)) of Curry's Art Store Limited.