



# Customer Service Policy

Accessibility for Ontarians with Disabilities Act

## POLICY OVERVIEW

The Accessibility for Ontarians with Disabilities Act (AODA) is legislation that mandates how businesses and organizations provide accessible services to community members with disabilities. The goal of the AODA is for Ontario to be fully accessible by 2025. To fulfil this goal, a series of standards will be enacted, and organizations will be required to meet accessibility standards as outlined in the AODA.

As of January 2012, all organizations with one or more employees that provide a good or service to the public must have the Customer Service Standard in place. Compliance with this standard involves a written policy as well as employee training.

For organizations with 20 or more employees, there are certain requirements:

- On-line reporting on the Service Canada website
- Documentation of policies and procedures
- Policy must be posted
- Notify customers that documentation is available upon request (i.e. posted, or on website) that considers the person's disability

There are four basic points or issues for employers to address in order to comply with the regulations.

- Establish policies, practices, and procedures
- Establish a training program and train staff
- Establish a feedback process
- Prepare and complete documentation

Organizations need to make sure they have the ability to receive feedback from the public. The process for providing feedback needs to be made available in a variety of methods, for example, prepared forms in large print, email, etc. Any complaints received must be addressed in a timely manner. All feedback must be recorded and filed and be available for the ministry, if requested.

## POLICY

Irdeto Canada Corporation has an expectation of providing excellent customer service to all current and potential customers/visitors with a disability from every employee.

### ASSISTIVE DEVICES

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers/visitors with disabilities while accessing our goods or services. Examples of assistive devices are: wheelchairs, scooters, canes, hearing aids, etc.

### 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 all parts of our premises that are open to the public. Service animals are generally dogs.

## SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

We will notify customers/visitors of this through a notice posted at our reception area.

## TRAINING FOR STAFF

Irdeto Canada Corporation will provide training to employees and others who deal with the public on their behalf.

Training will be provided by e-learning. Staff will also be trained when changes are made to the plan and will be provided with a refresh training annually.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Irdeto Canada Corporation's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that my help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Irdeto Canada Corporation's goods and services.

Training records will be kept indicating the number of employees trained and the date training was completed.

## FEEDBACK PROCESS

We encourage our customers/visitors who wish to provide any feedback to Irdeto Canada Corporation on this policy to email: HRAMER@irdeto.com or by telephone 613-271-9446.

All feedback will be directed to the Global Human Resources Operations Manager. Customers/visitors can expect to hear back in 30 days.

Any feedback provided will be kept on file by Human Resources.