



Customer Service Accessibility Policy

Title: Customer Service Accessibility Policy	
Policy Family: Compliance	Policy Number:
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This policy document is applicable to all Avaya Canada business units. This document is proprietary to Avaya. The company reserves the right to alter this policy at any point in time without prior notice.

1. OBJECTIVE

To establish how Avaya Canada will provide access to goods or services to the public and other third parties who have disabilities, in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with Ontario Regulation 429/07 (the "Customer Service Standard") under the *Accessibility for Ontarians with Disabilities Act* (AODA).

2. APPLICABILITY

This policy is applicable to all Avaya Canada employees and work sites.

3. POLICY

Avaya Canada recognizes the importance of:

- Providing access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of Customers with disabilities to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA

Application

This policy applies to all Employees, Agents and Non-payrolled Workers/Contractors while in pursuit of conducting business for or with Avaya Canada, and it is expected that all parties will uphold this policy.

Communication

Employees, Agents and Contractors will communicate with Customers with disabilities in a manner that takes into account their disabilities. Employees, Agents and Contractors will consider how a Customer's disability may affect the way that he or she expresses, receives

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or processes communications and, where possible, they will ask the Customer how to best communicate with him or her.

Assistive Devices

Assistive devices that may be used by individuals with disabilities will be welcome on Avaya Canada premises, including but not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards. Avaya Canada will take steps to ensure that Employees, Agents and Contractors are familiar with such assistive devices.

Service Animals

Avaya Canada welcomes guide dogs or other animals that serve individuals with disabilities in those areas of our premises that are open to Customers, and will permit the Customer to keep the service animal with him or her, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, Avaya Canada will provide the applicable Customer with an alternative method of obtaining, using or benefitting from its goods or services.

Support Persons

Avaya Canada welcomes persons who support individuals with disabilities to accompany them onto Avaya Canada premises. Avaya Canada will ensure that Customers who so require have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the Customer. Support persons will be asked to follow the rules or requirements that are specific to the goods or services provided by Avaya Canada, and we will seek the consent of the Customer before confidential information is discussed in front of the support person. In some instances, support persons may be asked to sign a Confidentiality Agreement. Avaya Canada will require a support person to accompany a Customer when on the premises when it determines that such an arrangement is necessary to protect his or her health and safety or that of others on the premises.

Temporary Unavailability of Access to Goods or Services for Customers with Disabilities

In the event that a facility, service or system offered by Avaya Canada to Customers with disabilities is expected in advance to become temporarily unavailable, in whole or in part, Avaya Canada will provide advance notice of the disruption on its entrance to its premises and at a reasonable time in advance of the disruption and during the disruption. If the disruption is unexpected, the notices will be provided as soon as the anticipated disruption becomes known to Avaya Canada. The notices will:

- Explain the reason for and anticipated length of the disruption; and
- Provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities, if available.

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Employee, Agent and Contractor Training

All Employees, Agents and Contractors who interact with Customers on Avaya Canada's behalf or who are involved in developing Avaya Canada's policies, practices and procedures during the provision of goods and services will:

- Be provided with an overview of the AODA and the Customer Service Standard;
- Be trained how to interact, communicate and assist people with disabilities, and in particular, people with assistive devices, and those who require the assistance of a guide dog, service animal or support person;
- Be made aware of the policies and procedures created by Avaya Canada in accordance with the Customer Service Standard; and
- Be trained how to help a person with a disability who is having difficulty accessing Avaya Canada's goods or services.

This training will also be provided on an ongoing basis as soon as practicable:

- To Employees, Agents and Contractors who are assigned duties that include interaction with Customers on Avaya Canada's behalf or who are involved in developing Avaya Canada's policies, practices and procedures on the provision of goods and services; and
- Whenever Avaya Canada's policies change with respect to customer service accessibility for individuals with disabilities, to all Employees, Agents and Contractors who interact with Customers on Avaya Canada's behalf or who are involved in developing Avaya Canada's policies, practices and procedures on the provision of goods or services.

Avaya Canada will keep a record of all of the training it will provide including who was trained, specific matters, and dates.

Customer Access to This Policy and Related Documents

A notice advising customers how they can request a copy of this Policy and all related documents will be posted at the entrance of Avaya Canada's premises. Avaya Canada will strive to provide Customers with disabilities who request a copy of this Policy with a format that takes into account their disability.

Feedback Process

Avaya Canada invites feedback on the way that it provides goods or services to individuals with disabilities. Those who wish to provide such feedback are encouraged to do so either: in person; by telephone; in writing; or by email.

All feedback will be directed to Avaya Canada's Human Resources Country Manager at oneavayacanada@avaya.com or via the hotline listed below. Any feedback that is in the nature of a complaint will be escalated to the Canada Operating Committee, which is a committee comprised of cross functional senior leaders.

The details of this Feedback Process will be provided in a notice that will be posted at the entrance to Avaya Canada's premises.

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As an innovator in accessibility around the world, Avaya offers an extensive portfolio of telecommunication solutions designed to provide equal access to communications for people with disabilities. We proudly reaffirm Avaya's commitment to provide equal opportunity to all customers, employees and applicants for employment in accordance with all applicable laws, directives, and regulations of federal, state, and local governing bodies and agencies.

4. REFERENCES

For more information and support, Avaya's Equal Opportunity hotline by phone at: 908-953-7488 send an email to eocontact@avaya.com or access: https://secure.ethicspoint.com/domain/en/report_custom.asp?clientid=111.

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