



Accessibility for Ontarians with Disabilities Act (AODA) Training

HP Canada Co. is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and providing barrier free accessibility for persons with disabilities who are accessing the provision of products or services at HP.

The legal requirements of the accessibility standards for Customer Service are stated in Ontario Regulation 429/07. In regards to the training, organizations need to:

- Train anyone who interacts with the public or other third parties on the provider's behalf on topics outlined in the customer service standard.
- Train anyone who is involved in developing the provider's customer service policies, practices and procedures on topics outlined in the customer service standard.

We have established training that all applicable individuals have taken as of December 31, 2011, and committed to ensure any new employees will take the training within 45 days of hire.

Additional training was implemented in regards to General AODA training as well as Working Together, the Ontario Human Rights Code and the AODA.

Here are some links that you will help helpful as it relates to AODA and related training materials that are accessible to **both** the public and HP employees:

[Training Resource for AODA](#) (provided by the Government)

[Making Documents Accessible](#) (HP Web Accessibility Program)

[How to Plan an Accessible Meeting](#)