



## Customer Service Standard and HP Policies

HP Canada Co. is legally required to meet the requirements of the Accessibility Standards for Customer Service which came into effect in 2008. Private sector organizations must comply with this new law beginning January 1, 2012.

Outlined below is the Summary of Requirements to be met in order to comply with the regulation:

- Establish policies, practices and procedures
- Outline use of Assistive Devices
- Use of service animals and support persons
- Notice of temporary disruptions
- Feedback process
- Training for Employees and those providing service to the public on behalf of HP Canada Co.

For more information about the [Customer Service Standard](#), please refer to the Government of Ontario website.

To further meet the requirements, HP Canada Co. must establish policies, practices and procedures that outline the provision of its goods and services to persons with disabilities. Those policies, practices and procedures should be consistent with the four core principles:

### **Independence**

Recognizing when a person is able to do things on their own without unnecessary help or interference from others.

### **Dignity**

Providing service in a way that allows the individual to maintain self-respect and the respect of other persons.

### **Integration**

Providing service in a way that allows the individual to benefit from the same services, in the same place, and in the same or similar way as other students, employees, visitors, unless an alternate measure is necessary.

### **Equality**

Providing service to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

To view HP's current policies regarding customer service and accessibility, please access the links below:

HP Canada Co. Policy (English): [Accessible Customer Service Standard Policy in Compliance with Accessibility for Ontarians with Disabilities Act \(AODA\)](#)

HP Canada Co. Policy (French): [Politique Relative aux Normes d'Accessibilité du Service à la Clientèle en Conformité Avec la LAPHO](#)

[HP Accessibility](#)

[Accessibility Commitment and Policy](#)