



HP Canada Co. - Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

HP Canada Co. is committed to excellence in serving all customers including people with disabilities. HP Canada Co. is committed to provisioning products and services that are accessible to everyone, including people with disabilities and individuals with age-related limitations. This commitment:

- Addresses regulatory, legal, and standards requirements
- Supports HP Diversity and Global Citizenship objectives
- Helps promote the benefits of technology and information accessibility to all people

Our Global Accessibility Policy establishes key objectives to guide our actions as a company. All HP managers and employees worldwide are expected to support this policy, its objectives, and its implementation in accordance with their roles and responsibilities.

Assistive devices

We will ensure that appropriate staff are trained and familiar with various assistive devices that are used by customers with disabilities while accessing our goods or services.

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 the parts of our premises that are open to the public.

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 the support person to access any of our services or enter our premises.

Notice of temporary disruption

If we run into service disruptions, it impacts all customers. We do post notices that notify all customers that we have a problem and when we expect to be back to full service. There are number of ways that such disruptions are communicated to all our valued clients:

- **Telephone:** As an example, we add voice messages to the Interactive Voice Response (IVR) stating we have system problems and customers may receive a reduced level of support until the system is returned to full service and the agent may need to call the customer back to fully resolve their issue.
- **Web:** If a particular web based tool is down for an extended period of time, a message will be placed on the tool link itself.

Should there be a disruption that is not covered by that above such as an HP building access disruption to which our customers with disabilities would have access in Ontario, HP Canada Co. will post a notice that is accessible on the website at the following link: <http://www8.hp.com/ca/en/hp-information/accessibility-aging/canadaaoda.html>.

It will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for HP staff

HP Canada Co. will provide training AODA training to the following individuals:

- All employees in Ontario regardless of their position. HP Canada Co. feels it is important that all employees take the training to better serve any customers they may work with, as well as for general education that can be applied to their daily lives inside and outside of work

- All employees in Human Resources and Legal in Canada
- Identified employees and management who interact with Ontarians who are not located in Ontario.
 - Contact centre agents who receive calls from any Canadians as well as their management. The training is further specialized for this team based upon their use of assistive devices (over the phone and on the web)
- Identified employees and management who are involved in developing the provider's customer service policies, practices and procedures on topics outlined in the customer service standard.
 - This includes the Aging and Accessibility Officer, as well as the employees and management who are part of the Global Diversity and Inclusion office in the United States

This training will be provided to employees within 45 days of their joining HP.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- HP's policies and accessible customer service
- 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 equipment or devices, where applicable, available on-site or otherwise that may help with providing goods or services to people with disabilities

Feedback process

Customers who wish to provide feedback on the way HP Canada Co. provides goods and services to people with disabilities can provide feedback through regular mail or fax via a feedback form. All feedback will be directed to the AODA officer. Where Customers have indicated they would prefer to be contacted, they can expect to receive a response in approximately five (5) business days following receipt of the feedback form by the AODA officer. The response could be somewhat longer if the Customer prefers to be contacted by mail as to allow time for normal postal delivery. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of HP Canada Co. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.