



Accessible Customer Service Standard Policy in Compliance with Accessibility for Ontarians with Disabilities Act (AODA)

Organization: Human Resources	Policy Number: CA050-01
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Philosophy

Consistent with our Corporate Objective for Commitment to Employees, Best Work Environment Policy, Global Harassment-Free Work Environment Policy, Global Non-Discrimination Policy and Accessibility Policy, it is the policy and practice of Hewlett Packard Enterprise Canada Co. that we treat customers, employees, suppliers, business partners, visitors and shareowners with fairness, dignity, respect and courtesy.

We also comply with all applicable national and local laws pertaining to non-discrimination and equal opportunity. In accordance, Hewlett Packard Enterprise Canada Co. meets its duties and responsibilities under AODA Ontario Regulation 429/07 by adhering to the principles and practices in the following areas: Assistive Devices, Communications, Service Animals, Support Persons, Notice of Service Disruptions, Training, Feedback Process and Availability of Documents.

Hewlett Packard Enterprise Canada Co. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Hewlett Packard Enterprise Canada Co. understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Hewlett Packard Enterprise Canada Co. is committed to complying with both the Ontario Human Rights Code and the AODA.

Any policies of Hewlett Packard Enterprise Canada Co. that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

Scope

This policy applies to the delivery of all goods and services in the Province of Ontario by Hewlett Packard Enterprise Canada Co., by any means including in person, by telephone, electronically, by mail, visually, verbally or by written means.

This policy applies to all Hewlett Packard Enterprise Canada Co. employees and contingent workers (agency contractors, third party etc.) who work in Ontario and others who provide service in Ontario regardless of where they are located, as well as volunteers and third parties who interact with the public on behalf of Hewlett Packard Enterprise Canada Co. in Ontario.

Organizational Statement of Commitment

Hewlett Packard Enterprise Canada Co. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Policy

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.

- Persons with disabilities may obtain, use, or benefit from goods or services by utilizing their own assistive devices but, if a person with a disability is hindered or prevented from accessing goods or services using their assistive device, HPE will consult with the person and accommodate them by providing an alternative wherever possible.
- Barriers in the workplace will be removed or modified to improve accessibility. HPE will work with the building landlord, as applicable. Such modifications may include, without limitation, the addition or modification of items such as: ramps, automatic door openers, grab bars, screen readers, signage, lighting features, indicators and alarms, accessible websites and web content, self-service kiosks. HPE will review accommodation requests on a case by case basis.
- AODA training shall be mandatory for all employees and applicable individuals in Ontario and those who interact with Ontarians on the Company's behalf as well as those who are involved in developing the Company's customer service policies, practices and procedures on topics outlined in the Customer Service Standard.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include providing, but not limited to, the following:

- Accessible websites and web content
- Screen readers
- Via a support person
- Indicators and Alarms
- Accessibility software
- Ergonomics or other equipment to assist an employee to perform their job functions

HPE will review on a case by case basis and we will work with the person with a disability to determine what method of communication best works for them

Service Animals

Service animals, such as, but not limited to guide dogs, hearing dogs, seizure response dogs, and other certified service animals shall be permitted entry to all Hewlett Packard Enterprise Canada Co.'s facilities and meeting rooms that are open to the public, unless otherwise excluded by law.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities

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.

A Support Person shall be permitted entry to all Hewlett Packard Enterprise Canada Co. facilities and meeting rooms that are open to the public, or as otherwise approved by the appropriate personnel. Fees will not be charged for the support person to access any of our services or enter our premises.

Definition of Support Persons (AODA 2005)

“Support Person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

In certain cases, Hewlett Packard Enterprise Canada Co. might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, Hewlett Packard Enterprise Canada Co. will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises
- If there is a charge to attend an event and fees are payable to a third party, a Support Person is permitted to attend the event at their own cost unless otherwise outlined by the third party. If fees are payable to Hewlett Packard Enterprise Canada Co., a Support Person is permitted to attend at no cost. If Hewlett Packard Enterprise Canada Co. determines that a support person is required, we will waive the admission fee or fare [if applicable] for the support person.

Customers are required to provide their own Support Person(s).

Notice of Temporary Service Disruptions

Hewlett Packard Enterprise Canada Co. will give notice of temporary disruptions to services or facilities used by persons with disabilities, including the reason(s) for the disruption and expected duration. The notice shall be posted appropriately at the applicable facility and on the Hewlett Packard Enterprise Canada Co. web site when appropriate. When the disruption is planned, advance notice will be provided.

Training

To create awareness and ensure compliance, AODA training shall be mandatory for all employees and applicable individuals in Ontario and those who interact with Ontarians on the Company’s behalf as well as those who are involved in developing the Company’s customer service policies, practices and procedures on topics outlined in the Customer Service Standard. “Applicable individuals” are defined as Hewlett Packard Enterprise Canada Co. employees (permanent or temporary), contingent workforce (agency or independent) and volunteers that interact with the Ontario public on behalf of the Company.

Supervisors, Managers and other Senior Leadership are responsible to ensure that all employees and contractors in their organizations receive the mandatory AODA training. Human Resources will assist in supporting compliance with education materials and reporting.

All new employees are required to complete AODA training within 45 days of hire. In addition, all employees will be required to receive additional training should it be deemed that there are material updates to the course and/or legislation/standards.

Records will be kept indicating the date and training provided, and the number of individuals to whom it was provided.

Third party organizations providing goods or services on behalf of HPE to Ontarians shall provide relevant training, learning opportunities or direction to their employees and volunteers regarding their roles and responsibilities under the AODA.

Feedback Process

A simple to use, accessible process for customers to provide feedback or complaints is in place and will be posted on the Hewlett Packard Enterprise Canada Co. [AODA website](#). Feedback may be provided by a person with a disability directly to the service provider or by completing the Feedback Form and submitting to the Hewlett Packard Enterprise Canada Co. AODA officer via mail or email. Feedback will be used to improve customer service where applicable.

Availability of Documents

This policy and other documents deemed as critical to the delivery of goods and services will be made available upon making a request to the Hewlett Packard Enterprise Canada Co. AODA Officer. Documents will also be available in an alternative format on request. To make such a request, the customer is asked to contact the Hewlett Packard Enterprise Canada Co. AODA Officer via mail or email.

Any questions about this AODA policy, the feedback process or availability of documents can be directed to:

Hewlett Packard Enterprise Canada Co. AODA Officer

Mail:
1875 Buckhorn Gate, Suite 202
Mississauga, Ontario
L4W 5N9
Canada

Email:
fieldhr_canada@hpe.com