

StarTech.com - Customer Service Policy and Procedure

Providing Goods and Services to People with Disabilities

Background

StarTech.com Ltd. (StarTech.com) is subject to legislation which has been enacted with the goal of developing standards that would improve accessibility for people with disabilities. Such legislation requires StarTech.com to be in compliance with a number of customer service accessibility standards.

Purpose

This policy is intended to meet current legislative requirements and applies to the provision of goods and services to the public, not the goods themselves

This policy aims to ensure that persons with disabilities are provided equal opportunity to obtain, use and benefit from StarTech.com goods and services. Reasonable efforts will be made to ensure that:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternate measure is necessary to allow a person with a disability to benefit from the goods and services. The alternate measure may be temporary or permanent;
- Communication with a person with a disability is conducted in a manner that takes into account his or her disability;
- People with disabilities may use assistive devices, service animals and support persons as is necessary to access StarTech.com goods and services. If a service animal is excluded by law from a premise, other measures will be made available for the person with a disability to access the goods or services.

Scope

- This policy governs the provision of goods and services by StarTech.com at all StarTech.com facilities, as well as the provision of StarTech.com goods and services off the premises by StarTech.com employees, agents and/or contractors who act on behalf of or represent StarTech.com.
- The part of the policy that deals with the use of service animals and support persons applies only to goods and services provided by StarTech.com at premises owned or operated by StarTech.com.

Our commitment

StarTech.com is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing goods and services to people with disabilities

StarTech.com is committed to keeping all customer at the centre of all we do including people with disabilities. StarTech.com will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

Corporate Office
45 Artisans Crescent
London, Ontario,
N5V 5E9 Canada

T 519.455.9675
F 519.936.2268

US Office
2500 Creekside Parkway
Suite 100 Lockbourne
Ohio, 43137 U.S.A.

T 614.491.6596

UK Office
Unit B, Pinnacle 15, Gowerton Road
Brackmills, Northampton
NN4 7BW United Kingdom

T +44 (0)20 3564 9057

- **Communication:** We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- **Telephone services:** We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail, chat and other services which may become available if telephone communication is not suitable to their communication needs or is not available.
- **Assistive devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods or services. We will ensure that our service employees are trained in the use of the various assistive devices provided by StarTech.com, for individuals with disabilities while accessing our facilities or services.
- **Billing:** We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter StarTech.com's premises with his or her support person and will not be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption

In the event of any temporary disruptions to the facility or services used to accommodate persons with disabilities, StarTech.com will post a notice. This notice will include information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

Training for staff

StarTech.com will ensure that all persons to whom this policy applies receive training as required by applicable legislation.

This training will be provided as soon as possible following a new employee commencing employment with StarTech.com and in the event of changes to legislation, procedures, policies, or practices.

Regardless of the format, training will cover the following:

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- The purposes of applicable law - including the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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 available at StarTech.com that may help with the provision of services to persons with disabilities.
- What to do if a person with a disability is having difficulty in accessing StarTech.com's goods and services
- StarTech.com's policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities.

Feedback process

The ultimate goal of StarTech.com is to be a customer centric organization. We will do this by meeting and surpassing customer expectations while serving customers with disabilities.

Feedback regarding the way StarTech.com provides goods and services to people with disabilities can be made by letter, e-mail or verbally. All feedback will be directed to Isabelle Deslauriers, Manager, Customer Advisory. Customers can expect to hear back within 5 business days.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Questions about this policy

The purpose of this policy is to provide a framework through which StarTech.com can achieve service excellence for people with disabilities. If anyone has questions about this policy, please contact:

People & Culture

aoda@startech.com

1 800 265 1844 ext. 1449

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