

Customer Service Policy

Providing Goods and Services to People with Disabilities

Effective January 2012

Intent

Xerox Canada's customer first culture is embedded in every aspect of our business. We are committed to providing goods and services in a way that respects the dignity and independence of people with disabilities. Xerox Canada is committed to giving people with disabilities the same opportunity to access our goods and services as all our other customers.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Although Xerox Canada does not provide assistive devices in our facilities, persons with disabilities may use their own assistive devices as needed when accessing goods and services provided by Xerox Canada.

Service animals and support persons

We welcome people with disabilities who are accompanied by a service animal at Xerox Canada locations that are open to the public.

We also welcome people with disabilities who are accompanied by a support person at Xerox Canada locations open to the public.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or Facilities used by persons with disabilities, Xerox Canada or the Facility manager will provide prompt notification. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if applicable.

When disruptions occur, Xerox Canada or the Facility manager will post notices in entrances and/or on the Xerox Canada website at www.xerox.ca, or by any other method that may be reasonable under the circumstances.

Training

Xerox Canada will provide mandatory training in the province of Ontario to all employees, volunteers and others who deal with the public or other third parties on their behalf and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training will be provided as soon as practicable and will be included in new hire orientations. Records will be kept indicating the date and training provided, and the number of individuals to whom it was provided.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard
- Xerox Canada's policies, practices and procedures relating to the customer services 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 any equipment or devices available at our workplace to assist with providing goods and services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Xerox Canada's goods and services

Feedback

At Xerox Canada, we aim to not only meet but exceed customers' expectations. Customers who wish to provide feedback on the way Xerox Canada provides goods and services to people with disabilities, or who have questions about this policy, can contact Customer Relations via telephone, email or in writing.

Xerox Canada	
Telephone	1-800-275-9376 (press #4 for Customer Relations)
Email	accessibility@xerox.com
Mailing Address	Xerox Canada Ltd. Customer Relations 33 Bloor Street East Toronto, Ontario M4W 3H1

Complaints will be addressed according to Xerox Canada's regular customer complaint management procedures.

Availability and format of documents

This Policy and other documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the person's disability.

Scope

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