



Be Original.

AODA Customer Service Policy

I – POLICY

The Company is committed to excellence in serving all our customers including people with disabilities while accessing our goods and services. The Company is committed to providing a workplace which demonstrates mutual respect for one another as employees, customers and individuals. The Company shall provide an environment based on the principles of dignity, independence and equal opportunity.

II – ASSISTIVE DEVICES

Sharp Electronics of Canada Ltd. will communicate with people with disabilities in ways that take into account their disability. When required and or requested the Company shall provide individuals with alternate formats of documents.

Service Animals

- Sharp Electronics of Canada Ltd. welcomes 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 Sharp premises.

III – NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to service or facilities for customers with disabilities, Sharp Electronics of Canada Ltd. will notify the customer promptly. A notice will be posted at the entrance of the building. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or service, if available.

Notice of the temporary disruption will be posted at the main entrance door.

IV – TRAINING

Training of Staff:

Sharp Electronics of Canada Ltd. will provide training to all employees, agents, and company representatives who deal with the public or other third parties on its behalf. All Sharp Electronics of Canada Ltd., employees, contract and temporary employees, and agents will be trained.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- The Company's accessible Customer Service Plan
- 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
- What to do if a person with a disability is having difficulty in accessing Company goods and services.

Staff and brokers will also be trained when changes are made to our accessible customer plan.

Human Resources shall keep records of all AODA training provided. Records will include the dates on which the training is provided along with the name and the number of individuals who attended training.

V – FEEDBACK PROCESS

Customers who wish to provide feedback on the way Sharp Electronics of Canada Ltd. provides goods and services to people with disabilities can provide feedback by contacting the Company's Customer Care Centre 1-866-437-4277 ext. 7070 or by emailing the Company at privacy@sharpsec.com. The feedback will then be forwarded to a Human Resources Representative.

In the event of a complaint, a Human Resources Representative along with the Customer Care Manager will investigate the matter. All information will be documented and will be retained in the Human Resources Department.

An investigation will be conducted to determine the validity of the complaint. If after the investigation it's deemed that the complaint is valid, the Company will take all necessary measures to rectify the issue and implement a procedure to prevent the same complaint and or issue from reoccurring.

A copy of this plan shall be posted on Sharp Electronics Of Canada Ltd. website where customers can provide feedback.

VI – MODIFICATIONS

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

The Company reserves the right to review and amend this policy as required to reach business objectives of the Company and legislative requirements.

This document is available in an alternate format on request.