Providing Goods and Services to People with Disabilities

Hewlett-Packard (Canada) Co. is committed to excellence in serving all customers including people with disabilities. Hewlett-Packard (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 Hewlett Packard Enterprise (HPE) 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 HPE 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.
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.

Fees will not be charged for the support person to access any of our services or enter our premises.

In certain cases, Hewlett-Packard (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 (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 Hewlett-Packard (Canada) Co. determines that a support person is required, we will waive the admission fee or fare [if applicable] for the support person

**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 HPE building access disruption to which our customers with disabilities would have access in Ontario, Hewlett-Packard (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](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 HPE staff**

Hewlett-Packard (Canada) Co. will provide training AODA training to the following individuals:
• All employees in Ontario regardless of their position. Hewlett-Packard (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.
  o 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.
  o 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
• In addition to employees, the AODA training is mandatory for volunteers that interact with the Ontario public on behalf of the Company.

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

Training includes:

• An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
• HPE’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 Hewlett-Packard (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 Hewlett-Packard (Canada) Co. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.