

**Accessibility for Ontarians with Disabilities Act, 2005  
Accessible Customer Service Plan Providing Goods  
and Services to People with Disabilities**

**Convera Canada, ULC**

**1. PURPOSE:**

This policy defines the requirements and sets forth the Convera Policy relating to the Accessible Customer Service Plan Providing Goods and Services to People with Disabilities as required by the Accessibility for Ontarians with Disabilities Act (AODA).

**2. POLICY SCOPE:**

This Policy applies to all employees and Convera service providers that work in or provide services on behalf of Convera in Ontario, Canada.

**3. POLICY STATEMENT:**

**Convera Canada ULC (“Convera”)** is committed to excellence in serving all customers including people with disabilities.

**Assistive devices**

We will ensure that our staff is trained and familiar with any assistive devices we have on site or that we provide that may be 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.

**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 support persons.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Convera will notify customers on its website, electronically, verbally or in writing, as applicable. Convera will provide notice of any planned or unexpected disruption to services or facilities for customers with disabilities, including information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training**

Convera will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf or who participate in developing our policies.

This training will be provided to employees no later than 60 days after hiring. Call center employees and customer service representatives will be trained upon being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Convera's plan related to 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 on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Convera's goods and services.

Additional training will be provided when changes are made to Convera's accessible customer service plan.

### **Feedback process**

Customers who wish to provide feedback on the way Convera provides goods and services to people with disabilities (including this feedback process) can email <mailto:CustomerServiceCA@Convera.com> or call 1-877-577-9746.

All feedback, including complaints, will be reviewed internally, and addressed as appropriate in the circumstances. Convera will make reasonable efforts to respond to customers within seven (7) business days from the date in which the feedback was received, if appropriate in the circumstances. Customers may request information or documentation in accessible formats or with communication supports as part of the feedback process.

### **Modifications to this or other policies**

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

### **Notice of availability**

Convera will notify the public that our policies are available upon request by posting the policies on our website. Accessible formats of this document are available free upon request.

## **4. EXCEPTIONS TO POLICY**

None.