



Convergint Accessible Customer Service Policy

February 2024



PURPOSE

Convergint Technologies Ltd (Convergint Technologies) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Convergint Technologies understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Convergint Technologies is committed to complying with both the Ontario Human Rights Code and the AODA. Convergint Technologies is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. These measures will be determined in cooperation with the person attempting to access our goods, services or facilities.

COMMUNICATION

We will communicate with people with disabilities in ways that consider their disability. This may include the following:

- On request, providing documents and information in an accessible format that meets the specific needs of the target audience.
- Accepting and studying any feedback related to communication provided on our services to determine how we can best meet the accessibility needs of our customers.
- As a company, strive to have accessible formats of communications for customers available where feasible in advance of specific requests for accommodation.

We will work with the person with a disability to determine what method of communication works for them.

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 individual 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.

From time to time, we offer lunch and learn events, or full day training courses for vendors and clients. If an attendee to one of these sessions requests the presence of a support person, we

will work with that client or vendor to find an appropriate solution that ensures the support person can attend the applicable event.

In certain cases, Convergent Technologies 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 deciding, Convergent Technologies 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 Convergent Technologies determines a legitimate need that a support person is required, we will waive any applicable course or event fee for the support person.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Convergent Technologies will notify customers promptly. This 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 available.

Where the disruption relates to access to our offices, the notice will be made publicly available via a physical sign posted at the entrance of the office. For planned visits, Convergent Technologies colleagues will be asked to provide any information on disruptions to the visiting customer in advance of their visit.

Where the disruption is to other parts of our service, including but not limited to accessible information & communication, we will determine on a case-by-case basis the appropriate way to communicate the disruption. We will ensure that the information is available electronically for translation into an accessible format where applicable.

TRAINING

Convergent Technologies will provide accessible customer service training to:

- all colleagues and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within the first few days of being hired with Convergent Technologies.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Convergent Technologies' policies 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 that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing Convergent Technologies' goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

FEEDBACK PROCESS

Convergent Technologies welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide via the Accessibility pages on our website where this policy will also be posted.

Customers who wish to provide feedback on the way Convergent Technologies provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Contact our Human Resources team in Canada directly at +1 (403) 291-3241 ext. 7789, or at aoda.ontario@convergent.com.
- Feedback is accepted online to the following website and social media sites:

- Website: <https://www.convergint.com/>
- Facebook: <https://www.facebook.com/ConvergintTechnologies/>
- Twitter: <https://twitter.com/convergint>
- LinkedIn: <https://www.linkedin.com/company/convergint/>

All feedback, including complaints, will be handled in the following manner:

- The Human Resources team will gather the feedback, and if there was a specific incident or job referenced, will investigate the details of the interaction with the customer. This includes speaking to the customer where possible to gain specific details on how we can better meet their accessibility needs.
- Upon determining the facts, the HR Advisor will work with the senior level manager in Ontario as well as local management to develop options and choose a plan of action.
- Once a plan has been chosen, the HR Advisor will again speak with the customer to ensure it will meet their needs before proceeding to implement the plan.

Customers can expect to hear back on their initial feedback within 5 business days.

Convergint Technologies will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

NOTICE OF AVAILABILITY OF DOCUMENTS

Detailed documents related to accessible customer service at Convergint Technologies are available upon request. To request this document in an accessible format, please contact our Human Resources team in Canada at +1 (403) 291-3241 ext. 7789, or at aoda.ontario@convergint.com.

Convergint Technologies will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policies of Convergint Technologies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

VERSION HISTORY

Version	Approved By (initials)	Date
1	GT	November 2017
2	DM	February 2024