



## CUSTOMER SERVICE POLICY STATEMENT: SERVING PEOPLE WITH DISABILITIES

### INTRODUCTION

Alorica is committed to ensuring that our services are provided in a way that respects the dignity and independence of people with disabilities. The Company is also committed to providing people with disabilities the opportunity to access our services and allow them to benefit from the same services, in the same place, and in a similar way as other consumers.

The Company further commits to ensuring that our environment is maintained free from discrimination and harassment, as prohibited by the Ontario Human Rights Code (1990), and the Accessibility for Ontarians with Disabilities Act (2005) (AODA). This commitment is upheld by the Company's Anti-Harassment, Discrimination & Retaliation and our Code of Conduct policies.

### SCOPE

This policy applies to all employees of Alorica who interact with the public and those specifically designated to provide services to consumers in Ontario and/or, by contract to act, from time to time on behalf of the Company.

This includes employees working remotely from Ontario and employees located elsewhere who provide goods or services to the public in Ontario through telephone, electronic, or other virtual means.

### TERMS AND DEFINITIONS

TERM	DEFINITION
Company	Alorica Customer Care, Ltd.; SST Office Services, Inc
Accessibility for Ontarians with Disabilities Act (AODA)	Developed to create mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities. These standards apply to all private and public sector organizations across Ontario.

### ROLES AND RESPONSIBILITIES

- Provide practices and procedures for all employees in order to provide services to people with disabilities.
- Notify job applicants in Ontario that accommodations are available upon request during the recruitment process and throughout employment.
- Provide training for all employees on how to service and interact with people with disabilities.
- Make our buildings, workspaces, and meeting places accessible to visitors and employees with disabilities.
- Make information about the Company's services, policies and procedures related to persons with disabilities accessible.

### PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

The Company will carry out our functions and responsibilities in the following areas:

#### Communication

The Company employees will receive training on how to interact and communicate with Ontario consumers with disabilities guided by the principles of independence, dignity, integration and equality of opportunity.

## **Use of Animals, Support Persons and Assistive Devices**

The Company will ensure that the access, use, and benefit of goods and services are not compromised for those with disabilities who require assistive devices or those who are accompanied by a service animal/support person. Service animals, such as – but not limited to – guide dogs, hearing dogs, seizure response dogs, or other certified service animals, are welcomed at all company facilities, both in secured areas as well as areas opened to the public.

When an employee is in need of an accommodation, the Human Resources Business Partner will review the request then finalize the accommodation with the location and the employee.

Those employees with disabilities shall use or benefit from goods or services through the use of company provided assistive devices on company premises. Exceptions may occur in situations where the Company has determined that the device may pose a risk to the privacy of those conducting business with the organization. In secure areas, employees will be accommodated by providing an alternative where possible.

The Company will ensure that all employees are trained as required to use assistive devices available on our premises. When certain expertise is required, specially trained personnel will assist.

Consumers, employees and potential employees with disabilities are welcome to use the assistance of a support person when accessing our goods, services, or facilities. This includes situations where services are delivered in person, by phone, electronically, or through other virtual means. At no point will an individual in need of a support person be denied access to that support person or an alternative measure. Those in need of a support person will be responsible for providing their own support person. Exceptions may occur in situations where the Company has determined that the support person may pose a risk to the privacy of those conducting business with the organization.

## **Documents and Information Sharing**

Consumers and employees with disabilities will be offered alternative communication formats that will meet their needs as promptly as possible.

Upon request, the Company will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost.

## **BILLING**

In accordance with the Company's commitment to accessibility, consumers have the option to have their written communication provided in a format which best suits their needs.

## **NOTICE OF TEMPORARY DISRUPTION**

In the event that a planned, temporary service disruption occurs that would limit a person with a disability from accessing company facilities or their goods or services, the Company will make the disruption known to consumers through their website, or voicemail. Notices will include reasons for the disruption, its anticipated duration, or alternative offerings.

## **EMPLOYEE TRAINING**

The Company will provide AODA customer service training to all employees, contractors 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 completed as soon as practicable after hire and on an ongoing basis whenever there are changes to related policies or procedures.

Training is delivered in multiple formats to support accessibility, including, but not limited to, in-person instruction, documented training modules, and online learning through the Company's intranet. Accessible formats and communication supports are available upon request.

Training topics include:

- The purpose of AODA (2005), and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with individuals with disabilities who use an assistive device or require the assistance of a service animal or support person.
- What to do if an individual with a disability is having difficulty accessing goods or services at the Company.
- Current policies, practices, and procedures relating to the customer service standard.

## FEEDBACK PROCESS

The Company's goal is to meet the needs of our consumers and employees while accommodating the unique requirements of those with disabilities.

Feedback may be provided by emailing [AODA.inquiries@alorica.com](mailto:AODA.inquiries@alorica.com).

A prompt response will be made to all inquiries. Feedback processes will be provided or arranged in accessible formats and with communication supports, upon request.