



Accessible Customer Service Policy **(AODA)**

Our Commitment

At TECH DATA, we are committed to doing things the right way – and that includes providing excellent customer service to everyone, including people with disabilities.

This commitment means that we do our best to provide our goods and services to people with disabilities in a manner that respects their dignity and independence, while at the same time gives them the same opportunity to access our goods and services, and allows them to benefit from the same services, in the same place and in a similar way, as all other clients, customers, vendors, suppliers, volunteers, contractors and third parties.

Policies, Practices and Procedures

As part of this commitment, TECH DATA has established various policies, practices and procedures for how our goods and services are provided to people with disabilities. These include the following areas:

1. Assistive Devices

We are committed at TECH DATA to serving people with disabilities who use, or who may benefit from the use of, assistive devices – whether to access our goods or services, or for other reasons because of their disability. Our employees have been trained and are familiar with various types of assistive devices that may be used by customers with disabilities while accessing our goods and services.

Our employees have also been trained on how to use the following assistive devices available at TECH DATA for customers:

- **Wheel Chair**
- **Emergency Evacuation Chair**
- **Walker**
- **Blind Stick**
- **Magnifying Lenses**
- **Teletypewriter**
- **Elevator**
- **Large Print**

2. **Communication**

We recognize that people with disabilities may communicate differently because of their disability. We are committed at TECH DATA to communicating with customers with disabilities in ways that take the nature of their disability into account.

3. **Service Animals**

We welcome people with disabilities who use service animals. Service animals are allowed on any part of TECH DATA's premises that are open to our clients, customers, vendors, suppliers, volunteers, contractors and/or other third parties (except where otherwise prohibited by law).

Most of the time, our employees will be able to easily identify whether an animal is being used as a service animal or not. In the rare situation when it is not readily apparent, our employees may ask for a letter from a physician or nurse confirming that the service animal is required for reasons relating to disability.

4. **Support Persons**

We also welcome people with disabilities who are accompanied by support persons. TECH DATA recognizes that some people with disabilities may have support people – e.g. paid professionals, volunteers, family members or friends – to help them with communication, mobility, personal care or medical needs, or with accessing our goods and services.

Support persons are allowed on any part of TECH DATA's premises that are open to our clients, customers, vendors, suppliers, volunteers, contractors and/or other third parties. At no time will a person with a disability be prevented from having access to his/her support person while on such premises.

TECH DATA currently does not charge any fees that would apply to support persons. Should this change, notice of such admission fee will be:

- **Posted in the workplace**
- **Posted on the internet**

5. **Temporary Disruptions**

We recognize that people with disabilities often rely on certain facilities or services being available at TECH DATA (e.g. accessible washroom; elevators; ramps; and disabled parking signs.)

As part of our commitment to providing accessible customer service, we promptly notify clients, customers, vendors, suppliers, volunteers, contractors and/or other third parties whenever there is a temporary disruption – whether it is planned or unplanned – in such facilities or services. This notice includes the reason for the disruption, its anticipated duration, and any alternative facilities or services available.

More details about TECH DATA's notice of temporary disruption process are posted on our **Human Resource Intranet webpage** at <http://www.ca.tdworldwide.com> and at www.techdata.ca

6. Staff Training

We are also committed to providing training to all employees and volunteers. This same training is also provided to others at TECH DATA who are involved in establishing the policies, practices and procedures for how our goods and services are provided to people with disabilities.

This training includes:

- An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of its 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 support person;
- How to use any equipment or devices available at TECH DATA or otherwise that may help provide our goods and services to people with disabilities; and what to do if a person with a disability is having difficulty accessing our goods and services.

Tech Data has begun the accessible customer service training to employees in 2011. We strive to have this accessible customer service training provided to all employees by the end of March 31st, 2012. After that, we provide updated training on an ongoing basis whenever changes are made to how our goods and services are provided to people with disabilities.

7. Feedback Process

When it comes to providing accessible customer service, we will always try our best and will certainly learn from any mistakes. This is why we encourage and appreciate hearing about how we are doing – both good and bad.

Feedback may be provided in person, by telephone, in writing, or by delivering an electronic email. The "Customer Feedback Form" may be used to provide such feedback, but is not mandatory.

Feedback may be provided:

By Mail: **TECH DATA CANADA CORPORATION**
Attention: Human Resource Department
6911 Creditview Road
Mississauga, Ontario
Canada L5N 8G1

By Telephone: **Telephone: (905) 286-6800**
Toll Free: 1 800 668-5588

By Fax: **Fax: (905) 286-6836**

By Email: **Email: AODA@techdata.ca**

In Person: **TECH DATA CANADA CORPORATION**
Attention: Human Resource Department
1st Floor
6911 Creditview Road
Mississauga, Ontario
Canada L5N 8G1

8. Availability of Accessible Customer Service Documents

When it comes to accessible customer service, we have no secrets. All of our Accessible Customer Service Documents are available to our clients, customers, vendors, suppliers, volunteers, contractors and or other third parties upon request, and we are happy to share them with you. Just ask!

More details about the availability of our Accessible Customer Service Documents are posted on our accessibility webpage at www.ca.tdworldwide.com.



D.R. (Rick) Reid
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