

AVAILABILITY OF ACCESSIBLE CUSTOMER SERVICE DOCUMENTS

Procedures

Purpose

Tech Data Canada Corporation (“Tech Data”) is committed to making all documents required under the Customer Service Standards (the “Accessible Customer Service Documents”) available to the public upon request. The purpose of this procedure is to set out how Tech Data will notify persons to whom it provides goods and services about the existence of such documents, as well as the manner and format by which such documents will be made available to them.

Scope

This procedure applies to every person interacting with members of the public or other third parties on behalf of Tech Data, whether an employee, board member, contractor, third party or volunteer.

Definitions

Disability means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

Procedure

Documents Available in Accessible Formats

Tech Data will ensure that the following Accessible Customer Service Documents are available in accessible formats, upon request:

Braille
Large Print
Audio

Accessible Formats

When providing any of the Accessible Customer Service Documents to a person with a disability, Tech Data will provide the document, or the information contained therein, in a format that takes into account the person's disability.

Providing Notice of Availability of Accessible Documents

Tech Data will notify the public and other third parties about the availability of the Accessible Customer Service Documents by posting this information on its accessibility webpage www.techdata.ca

Such notice will:

- Indicate that these documents are available in accessible formats;
- Explain how to request alternate accessible formats of these documents.

Tech Data will also place a general notice in a conspicuous location(s) in its premises regarding the availability of the Accessible Customer Service Documents.

Requests for Accessible Customer Service Documents

Requests for copies of the Accessible Customer Service Documents may be made in person, by telephone, in writing, or by delivering an electronic text by email or online, or by facsimile, directed to the attention of Tech Data's **Human Resource Department**. When such request is received, Tech Data will:

- Ask the person making the request if he/she requires the requested document in an alternate format because of his/her disability and, if so, ask the person's preferred format;

- If the requested document:
 - Can be readily produced in the requested alternate format, provide the person with the document as soon as practical, confirming that the alternate format is acceptable; or
 - Cannot be readily produced in the requested alternate format, Tech Data's **Human Resource Department** will consult with the person making the request to determine a different alternate format that is acceptable. When the person receives the document, **Human Resource Department** will confirm that the alternate format is acceptable to that person.

Tech Data's **Human Resource Department** will make every reasonable effort to ensure requests for alternate accessible formats of Accessible Customer Service Documents do not take significantly longer than requests for the same documents in standard print.

Related Policies & Documents

Accessible Customer Service Plan