

ASSISTIVE DEVICES, SERVICES and ALTERNATIVE SERVICE METHODS

Procedures

Purpose

Tech Data Data is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from Tech Data's goods and services. The purpose of this procedure is to provide guidelines regarding the use and availability of assistive devices, services and alternative service methods when accessing Tech Data's goods and services.

Scope

This procedure applies to every person with a disability who uses an assistive device, or would benefit from assistive services or alternative service methods, to access Tech Data's goods and services. This procedure also 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

Assistive Devices means any device that people bring with them or that is already on the premises and is used to assist people with disabilities in carrying out activities or in accessing Tech Data's goods and services. Such devices include communication, cognitive, personal mobility or medical aids such as wheelchairs, walkers, blind sticks use by people who are blind or have low vision, note taking devices, portable magnifiers, recording machines, assistive learning devices, personal oxygen tanks and devices for grasping.

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

Use of Personal Assistive Devices

Tech Data allows people with disabilities to use their personal assistive devices to access its goods and services. Any Tech Data representatives will consult with their manager when they are uncertain about the use of assistive devices.

There may be circumstances, however, where the use of a personal assistive device may be prohibited by law or may be determined by Tech Data to pose a significant safety risk to the person with a disability or others. In those circumstances, Tech Data will offer assistive services and/or alternate service methods in consultation with the person with a disability.

Inventory of Assistive Devices, Assistive Services & Alternate Service Methods

At present, Tech Data has assistive devices available; however, assistive services and/or alternate service methods will be provided by Tech Data in consultation with the person with a disability wherever possible; i.e., assisting the person in completing a transaction. At present, Tech Data has the following assistive devices available.

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| • 1 Wheelchair | – Location Warehouse, 1 st Floor |
| • 1 Walker | – Location Warehouse, 1 st Floor |
| • 1 Emergency Evacuation Chair | – Location Office, 2 nd Floor |
| • 1 Wheelchair | – Location Office, 1 st Floor |
| • 1 Walker | – Location Office, 1 st Floor |
| • 1 Elevator | – Location Office, 1 st & 2 nd Floor |
| • 4 Blind Sticks | – Location Office & Warehouse |
| • Strobe Lighting/Alarm | – Location Office & Warehouse |
| • 1 Teletypewriter | – Location Office, 1 st Floor |

In addition to these assistive devices, Tech Data provides assistive services and alternative service methods in consultation with the person with a disability whenever possible; i.e., assisting the person in completing a transaction.

Providing Access to Assistive Devices, Assistive Services & Alternate Service Methods

All persons who deal with members of the public on behalf of Tech Data will be trained on how to use equipment or assistive devices available, if applicable, that may help with the provision of goods or services to people with disabilities.

If available, assistive devices, assistive services or alternate service methods will be offered to persons with disabilities, if it is readily apparent that such person would benefit from such assistive device or service, or the alternate service method is needed as an alternative to the person's personal assistive device.

Related Policies & Documents

Accessible Customer Service Plan