



# Apple Canada

## Accessibility Standards Policy

### Summary

At Apple we aim to build honest, respectful, and individual relationships with our customers. All customers must receive a high level of customer service. This is not only common courtesy and good customer service it is also the law.

Every business, including Apple, has a certain way of doing things. But sometimes a company's customary or standard way of doing things makes it difficult or impossible for customers with disabilities to purchase or enjoy goods and services.

The purpose of this policy is to meet the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the Accessibility for *Ontarian's with Disabilities Act, 2005*, ("*Regulation 429/07*") and applies to the provision of goods and services to the public and/or third parties.

All goods and services provided by Apple Canada (the "Company") shall be consistent with the principles of dignity, independence, integration and equal opportunity.

### General Principles

In accordance with *Regulation 429/07*, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities
- The Use of Assistive Devices
- The Use of Guide Dogs and Service Animals
- The Use of Support Persons
- Notice of Disruptions in Service
- Training
- Customer Feedback
- Notice of Availability and Format of Required Documents

### The Provision of Goods and Services to Persons with Disabilities

Apple Canada will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive equal opportunity to obtain, use and benefit from Apple Canada's goods and services;

- Allowing customers with both visible and non-visible disabilities to access goods and services in a manner that accommodates their individual needs so long as this does not present a safety risk;
- Using alternative methods, where possible, to ensure that customers with both visible and non-visible disabilities have access to the same services, in the same place and in the same or similar manner; and
- Communicating in a manner that takes into account the customer's disability.

## Assistive Devices

### **Customer's Own Assistive Device(s):**

Persons with disabilities may use their own assistive devices as required when accessing Apple Canada goods or services.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure equal access to goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and the business.

### **Apple's Assistive Devices:**

Persons with disabilities may also use assistive devices provided by Apple when accessing Apple Canada goods or services. Assistive devices that can be found in all work locations are Apple's own products.

See <http://www.apple.com/accessibility/>

Discuss with your manager what additional devices may be available at your specific work location. If you receive a request to locate a local interpreter, reach out to your Regional Assistant or Human Resources to discuss pricing, payment methods and terms prior to hiring the interpreter. (You should expect to pay no more than \$30-\$40 per hour.) The following sites may also be useful:

<http://www.dhhs.ca/programs-services/interpreting-services/>

<http://www.cad.ca/>

## Guide Dogs and Service Animals

Customers with disabilities that are accompanied by a guide dog or service animal will be allowed access to Apple Canada premises and will be allowed to keep the animal with him or her unless otherwise excluded by law or the animal has demonstrated a safety threat.

## Support Persons

If a customer with a disability is accompanied by a support person, Apple Canada will ensure that both people are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside one another. In these situations, Apple Canada will make every reasonable attempt to resolve the issue.

In situations where confidential information may be discussed, a non disclosure agreement may be required for the support person, prior to the discussion.

## Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within Apple Canada's control or knowledge. In the event of any temporary disruptions to facilities or services that are relied upon by customers with disabilities, Apple Canada will provide advance notice of the disruption where possible.

### **Notification Information:**

In the event of a temporary disruption, notification of the disruption will include the following information:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

### **Posting of Notifications:**

When temporary disruptions occur, Apple Canada will provide notice by:

- Posting notices in conspicuous places on the premises and/or on the Apple Canada website;
- Contacting customers with appointments scheduled during the disruption;
- Verbally notifying customers when they are making a reservation or appointment; or
- Any other methods that may be reasonable under the circumstances.

## Training

Training will be provided to:

- All employees who deal with the public or third parties who act on behalf of Apple Canada; and
- Individuals involved in the development and approval of customer service policies, practices and procedures.

### Training Provisions:

As reflected in *Regulation 429/07*, training will cover the following:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- The requirements of *Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog or other service animal; or
  - require the use of a support person.
- Instructions on how to use equipment or devices that are available on Apple Canada premises or that Apple Canada provides to assist people with disabilities.
- Instructions on what to do if a person with disabilities is having difficulty accessing Apple Canada goods or services.

- Apple Canada policies, procedures and practices pertaining to providing accessible customer service to people with disabilities.

### Training Schedule:

Apple Canada will train existing employees as soon as practicable. Training will be provided to new employees upon their hire. Ongoing training will be provided in the event of changes to legislation and/or changes in Apple Canada policies, procedures and/or practices.

### Record of Training:

Apple Canada will keep a record of training that was provided.

### Workplace Emergency Response Information

In addition to providing customers with disabilities with full accessibility to goods and services at all times in a way that respects their dignity and independence, Apple Canada is committed to providing employees with disabilities with the same opportunities as other employees. With this in mind, Apple Canada will provide individualized workplace emergency response information to all employees with a visible or non-visible disability, if the individual so requires. This information can also be provided to the employee who is designated to assist the employee with disabilities.

### Feedback Process

Apple Canada shall provide customers with the opportunity to provide feedback on the goods and services provided to customers with disabilities.

Customers who wish to provide feedback may do so by emailing [accessibility@apple.com](mailto:accessibility@apple.com). Customers may additionally provide their feedback to any Apple Canada employee, or by contacting Sarah Bilewicz, Regional Assistant, at 120 Bremner Blvd, Suite 1600, Toronto, Ontario, M5J 0A8, 905-425-0146.

Customers can expect to hear back within 5 business days. Any complaints will be addressed according to Apple's regular complaint management procedures.

### Notice of Availability and Format of Required Documents

Apple Canada's Accessibility Standards Policy and Accessible Customer Service Plan is available here (<http://www.apple.com/ca/contact/>) on Apple Canada's website. If a customer requests a copy of this policy or the Accessible Customer Service Plan, please direct them to the web page, or if requested, please provide them a copy. If a customer requests the policy or plan in another format that takes into account the customer's disability, please use Apple's accessibility tools to accommodate such a request, or contact Sarah Cramp for assistance.