



## **Accessibility Standard for Customer Service**

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### **Accessible Customer Service Plan**

*Honouring the principles of independence, dignity, integration and equal opportunity for all.*

### **Providing Goods and Services to People with Disabilities**

Amphenol Canada Corp. is committed to excellence in serving all customers, including people with disabilities.

#### **Assistive Devices**

We will ensure that our staff are trained and familiar with accommodating disabled customers utilizing various assistive devices.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

#### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. They will be required to wear a visitors badge and must be chaperoned by an employee at all times, for security reasons. Fees will not be charged for support persons.



## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the majority of work at this facility can be done remotely, but any disruption of services would be dealt with accordingly.

Amphenol Canada Corp. will notify customers promptly if there is a disruption. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, when applicable.

## **Training**

Amphenol Canada Corp. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Amphenol Canada Corp. will be trained on the Customer Service Plan; company-wide. This training will be provided to staff within 2 weeks of initial start date (within the orientation/onboarding process).

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard
- Amphenol Canada's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with disabled people who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Amphenol's goods and services
- Staff will also be trained when changes are made to the plan

## **Feedback Process**

Customers who wish to provide feedback on the way Amphenol Canada Corp. provides goods and services to people with disabilities can do so on through our website, by emailing their suggestions to [hr@amphenolcanada.com](mailto:hr@amphenolcanada.com).

All feedback, including complaints, will be directed to the Human Resources Manager, and will be considered and resolved in a timely manner.

Customers can expect to hear back from the HR Manager within 2 - 3 days time.





**Modifications to this or other policies**

Any policy of Amphenol Canada Corp. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.