

Accessibility for Ontarians with Disabilities – Accessibility Customer Service Plan

Policy

SYNNEX Canada Limited is committed to providing superior customer service in all our transactions, for both internal and external customers to the organization. Each department in their own unique fashion plays a role and has responsibilities towards customer service excellence. Customer service excellence will be reflected in our dealings with all persons, regardless of visible or non-visible impairments.

The customer will always come first, with the principles of independence, dignity, integration and equality of opportunity as guides.

Principles

1. Assistive devices – we will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
2. Communications – we will endeavour to communicate with people with disabilities in ways that take into account their disability, including large format print, verbal and/ or non-verbal communications.
3. 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.
4. 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. Should confidential information need to be exchanged, the support person may need to receive consent to be present in meetings.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (i.e., disruption to elevators, maintenance to wheelchairs ramps, etc.), SYNNEX will notify customers promptly. 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, if available.

Staff training

SYNNEX will provide training to employees and others who deal with the public or other third parties on their behalf. Included in this training will be those who directly work in Customer Service, customer pick up windows, and Customer Services Representatives who reside outside of Ontario but who may field phone calls from Canadians, including our employees in the United States, China and the Philippines.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- SYNNEX's plan related to the 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 a support person
- What to do if a person with a disability is having difficulty in accessing SYNNEX's goods and services

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Training will be provided to all existing and new hires in the Customer Service department on an ongoing and consistent basis. The Human Resources department will retain copies of all testing sheets. Should there be a major change in our policies and/ or Service Plan, all employees will receive retraining as necessary.

Feedback process

Customers who wish to provide feedback on the way our organization provides goods and services to people with disabilities can phone, email, fax or send a handwritten or dictated letter to:

Lisa Seal, Customer Service Manager, North America
SYNNEX Corporation
39 Pelham Ridge Drive, Greenville, South Carolina, 29615
Phone: (864) 349-4126, Fax: (864) 289-4251, Email: customerserviceontario@synnex.com

or

Shana Kapustin, Director, Human Resources, Canada
SYNNEX Canada Limited
200 Ronson Drive, Etobicoke, Ontario, M9W 5Z9
Phone: (416) 240-2759, Fax: (416) 240-2622, Email: humanresourcescan@synnex.com

All customer concerns covered under this policy will be addressed promptly and in accordance with our organization's regular complaint management procedures. All customer concerns dealing with business operations, goods or services will be redirected to the appropriate department for disposition.