

Effective date	03.17.2014
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## Accessible Customer Service Policy

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### Objective

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* (the “Customer Service Standard”) under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties. All goods and services provided by Wipro to our customers, and all policies, practices and procedures shall follow the principles of dignity, independence, integration and equal opportunity. Wipro is committed to excellence in serving all customers including people with disabilities.

### Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by Wipro Limited. This includes those locations operated by Wipro BPO and Wipro Technology, both in Ontario, and other provinces as required.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Wipro Limited, including when the provision of goods and services occurs off the premises of Wipro offices such as client and vendor locations.
- c) This policy shall also apply to all persons who participate in the development of the Wipro’s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.
- d) For the purposes of this policy, *Disability* is defined as:
  - 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;
  - a condition of mental impairment or a developmental disability;
  - a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - a mental disorder; or

- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

## **General Principles**

In accordance with the Customer Service Standard, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs and Service Animals
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

### **A. The Provision of Goods and Services to Persons with Disabilities**

Wipro will make reasonable efforts 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 value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, to the extent possible under Wipro's policies and procedures, as they may be amended from time to time;
- using alternative methods when possible to ensure that customers with disabilities have access to equal services, in a manner that respects their dignity and integration;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

### **B. Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Wipro. An assistive device includes technical aids, communication devices or other instruments that are used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

In cases where an assistive device presents a safety concern or where it is not practical for an assistive device to be used, other reasonable measures may be used to ensure access to goods and services.

### **C. Guide Dogs, Service Animals and Support Persons**

Guide dogs/service animals provide assistance in improving the mobility, safety and independence of persons with disabilities. Wipro welcomes people with disabilities who are accompanied by a guide dog/service animal on the parts of its premises that are open to the public and other third parties to the extent possible under Wipro's policies and procedures, as they may be amended from time to time. We will also ensure that all staff, and other people who deal with the public and our customers on Wipro's behalf, receive training in how to interact with people with disabilities who are accompanied by a guide dog/service animal.

Wipro welcomes people with disabilities who are accompanied by a support person. A support person accompanies a person with a disability to help with communication, mobility, personal care, medical needs or access to goods and services. Any person with a disability who is accompanied by a support person will be allowed to enter the parts of Wipro's premises that are open to the public and other third parties with his/her support person, to the extent possible under Wipro's policies and procedures, as they may be amended from time to time. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her support person while on our premises.

### **D. Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Wipro. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Wipro's goods or services, reasonable efforts will be made to provide advance notice of the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible, but Wipro will provide notice as soon as reasonably possible after becoming aware of the disruption. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available.

This notice will be made available on our website and at our office entrances.

### **E. Feedback Process**

Wipro welcomes and appreciates comments from customers on how well their expectations are being met. Feedback regarding the way Wipro provides goods and services to people with disabilities can be made by email. All feedback, including

complaints, should be directed to [aodafeedback.canada@wipro.com](mailto:aodafeedback.canada@wipro.com). Customers who provide feedback can typically expect to hear back from Wipro within approximately 7 days.

Customers who wish to provide feedback to Wipro using methods other than email, such as verbally (in person or by telephone) or written (handwritten or delivered), may do so by contacting 519-757-8299 to speak with Human Resources or mail their response to 1 Market Street, Suite 207, Brantford, Ontario N3T 6C8.

#### **F. Training**

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Wipro;
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

#### **Training Provisions:**

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

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Customer Service Standard.
- 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 an assistive device or require the assistance of a guide dog/service animal or a support person.
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities, where applicable.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- Wipro's policies, procedures and practices relating to the Customer Service Standard.

#### **Training Schedule and Records:**

Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or other third parties on our behalf as soon as practicable within the

first 3 months of onboarding. Staff will also be trained on an ongoing basis when changes are made to the policies, practices and procedures.

Wipro will keep a record of training, which will include the date(s) on which training was provided. This record will be placed in the employee's personnel file.

#### **G. Notice of Availability and Format of Documents**

Wipro shall notify customers that the documents related to the Customer Service Standard are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Wipro, and on Wipro's website.

#### **Modification to This or Other Policies**

Wipro is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. This policy and its related procedures will be reviewed as required in the event of legislative changes.

#### **Questions about This Policy**

If you have any questions or concerns about this policy or its related procedures, please contact your local Human Resources Lead.