

IDT CANADA ACCESSIBLE CUSTOMER SERVICE POLICY

POLICY 4.11

Purpose

IDT Canada is committed to ensuring that all of the programs and services it offers to the public are accessible to individuals with disabilities. This policy complies with the Ontario Human Rights Code respecting non-discrimination and accessible customer service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in Ontario, Canada. Our accessible customer service policy is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Scope

This policy applies to all IDT Canada employees, contractors, temporary workers. It also applies to third parties who deal with the public on IDT's behalf. Throughout this policy, all these individuals and entities are referred to as IDT Staff.

Statement of Commitment

IDT Canada recognizes its duty to understand the different needs that some customers with disabilities may have and to find appropriate ways to help them with access to our goods and services. To fulfill its commitment to individuals with disabilities who use our products or services, IDT engages in the following practices:

1. Training. IDT provides training on this Policy and accessible customer service to all IDT Canada employees in Ontario, including full-time, part-time and fixed contract positions (IDT Employees). Global employees have access to this policy on the internal IDT Canada HR website, and all individuals have access to the policy on [IDT's external company website](#).
2. Communication. IDT is committed to meeting the communication needs of persons with disabilities. We will consult with people with disabilities to determine their information and communication needs. This Policy is available in an alternative format, upon request, to accommodate a person with a disability.
3. Procedures for Assistive Devices. IDT Canada takes the appropriate measures to provide goods and services to persons who use assistive devices, and to ensure people have unencumbered access to the assistive devices they bring with them to IDT. No person at IDT may operate or interfere with an individual's personal assistive device unless invited to do so by that individual or his/her support person. As an example, IDT Employees are trained not to move a wheelchair or assist a person with a cane unless assistance is requested, or unless they offer assistance and permission to touch the assistive device is granted.
4. Service Animals and Support Persons. A person with a disability is permitted to enter IDT premises with a service animal or support person. For purposes of this policy, an animal is deemed a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from a regulated health professional as defined under the AODA confirming that the animal is required for reasons relating to the disability. A support person permitted access under this policy can be a paid professional, volunteer, family member or friend who accompanies a person who requires help with communication, mobility, personal

care, medical issues or to access goods and services. Should IDT Canada require a person with a disability to be accompanied by a support person for health or safety reasons, before making a decision, IDT Canada will:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence;
- determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

5. Notice of Temporary Disruptions. IDT Canada will provide notice of temporary disruptions to services or facilities used by persons with disabilities at the Ottawa, Ontario site, including the reason(s) for the disruption. The notice shall be posted in a prominent location at the facility and on IDT's web site when appropriate. When the disruption is planned, advanced notice will be given.

6. Accessible Emergency Information. All Emergency Response Team ("ERT") personnel must be familiar with building emergency procedures. They must know the best and most appropriate ways to assist customers and all other persons who need assistance during an emergency. Upon request, IDT will develop for any person with a qualifying disability an individualized emergency response plan to be used in the event of a workplace emergency. In addition IDT will make its emergency and public safety information available to people with disabilities in an accessible format or with appropriate communication supports, as soon as practicable following the request.

7. Procedures for Design of Public Spaces. IDT Canada will meet the Accessibility Standards for the Design of Public Spaces set forth in the AODA when building or making major modifications to public spaces at its Ottawa, Ontario location. Public spaces include, but are not limited to, outdoor paths of travel, ramps, stairs, curb ramps and accessible off street parking.

8. Feedback. IDT welcomes comments and complaints from persons with a disability and IDT Staff welcome customer feedback about accessibility and how to improve the customer experience. Notices seeking feedback are posted on [IDT's external website](#) and in the reception area at the Ottawa, Ontario location. Accessible formats and communication supports can be provided, on request. In addition, if IDT Staff are provided directly with feedback in person, in writing, online, by telephone, TTY or any other means, they should forward such feedback to IDT Canada Human Resources, which will ensure an appropriate response.

Anyone with a complaint, question, concern or compliment about any aspect of this Policy, the training materials, or accessibility and accommodations issues generally may contact Elisabeth Dumont in IDT Canada Human Resources, in person, in writing, by e-mail or by telephone.

Phone: (613) 595-6254

Email: elisabeth.dumont@idt.com

IDT will acknowledge correspondence and will provide a written response within fourteen (14) business days of receiving it.

9. Additional Information.

If you have any questions about this Policy and Program, or if you wish to discuss a concern or make a complaint, please contact the IDT Canada Human Resources Department.

While we strongly urge you to follow the Company's internal complaint procedure, Ontario residents may contact the Ontario Human Rights Commission at any time for information and assistance. Their website may be accessed at: <http://www.ohrc.on.ca>

In addition, Ontario residents may contact the Government of Ontario. Their website may be accessed at:

<https://www.ontario.ca/page/accessibility-laws>

Revised: 08-Nov-2016