

Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Policy

Applicable Region – Ontario Effective June 2021

Our Accessibility Commitment

Mitel is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Introduction

Mitel understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Mitel is committed to complying with both the *Ontario Human Rights Code* and the *AODA*. Mitel is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our facilities.

Mitel has wheelchairs available onsite and will ensure that employees are familiar with them.

Communication

Mitel will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Email: accessibility@mitel.com
- Phone: 1-613-592-2122

Service Animals

Mitel welcomes people with disabilities and their service animals on our premises.

When we cannot easily identify that an animal is a service animal, our employees may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the individual needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing access to the facilities

Support Persons

Visitors to Mitel facilities must remain with their Mitel contact while on site. The Mitel contact is responsible for the safety of their guests for the full duration of the visit. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Mitel might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
 - Others on the premises

Before making a decision, Mitel will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available information

- Determine if there are other reasonable options to protect the health or safety of the person or others on the premises

The support person must remain with a Mitel representative and the person they are accompanying.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to facilities for customers with disabilities, Mitel will notify them 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.

Services/Facilities include:

- Elevators
- Washrooms

The notice will be made publicly available and will be posted at the front reception. Visitors will be advised of the disruption by their Mitel contact.

Training

Mitel will provide accessible customer service training to all Mitel employees in Ontario within 14 days of hire or redeployment. This includes all Ontario employees (existing and new) paid and unpaid, full-time, part-time and contract positions as well as those responsible for policy creation, review, and implementation. Through our Learning Management System (LMS) we maintain employee training records which include the employees name, date of completion, and the topics covered within the training programs.

Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Mitel's policies 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
- How to use wheelchairs available on-site
- What to do if a person with a disability is having difficulty in accessing Mitel's goods, services, or facilities

Employees will also be trained when changes are made to our accessible customer service policies.

Feedback Process

Mitel welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers and Guests will be notified of how to provide feedback in the following ways:

- Mitel Website
- Posted at front reception
- Though their Mitel contact

Customers who wish to provide feedback on the way Mitel provides goods, services, or facilities to people with disabilities can provide feedback in the following way(s):

- Telephone: (613) 592-2122
- Mail: 4000 Innovation Drive, Kanata, ON K2K 3M1
- Email: accessibility@mitel.com
- Website: www.mitel.com/contact

Customers can expect to hear back within 5 business days. All feedback will be handled in the following manner:

Feedback will be directed to the VP, Mitel People and Culture at FieldHR-Americas@mitel.com.

Mitel will ensure the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

Mitel will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- A sign at the main reception
- Mitel Website

Mitel will provide this document in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or Other Policies

Any policies of Mitel that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.