



AODA CUSTOMER SERVICE POLICY

Original Date: 01/01/2013

POLICY

Sharp Electronics of Canada Ltd. ("SECL") is committed to providing accessible goods and services in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities.

SECL is dedicated to identifying, removing, and preventing barriers to accessibility and to providing reasonable accommodations to ensure that customers, clients, visitors, and other individuals (collectively, the "Stakeholders") accessing its goods and services can do so in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

ASSISTIVE DEVICES AND ACCESSIBILITY SUPPORTS

SECL will communicate with persons with disabilities in a manner that takes into account their disability and accessibility needs. Upon request, SECL will provide or arrange for accessible formats and communication supports to ensure individuals have equitable access to information and services.

SECL will ensure that persons with disabilities are permitted to use their own assistive devices while accessing goods, services, or facilities on SECL premises. Where a device may present a safety or operational concern, SECL will make reasonable efforts to provide an alternative means of access or assistance.

SERVICE ANIMALS

SECL welcomes persons with disabilities and their service animals. Service animals are permitted in all areas of SECL premises that are open to the public, unless otherwise excluded by law. In the event of exclusion, SECL will ensure alternative measures are made available to support the person with a disability.

SUPPORT PERSONS

SECL welcomes persons with disabilities who are accompanied by a support person. A support person may accompany the individual in all areas of SECL premises that are open to the public. Where admission fees apply, SECL will provide advance notice of any fee, if applicable, for the support person.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to facilities, services, or systems that persons with disabilities rely on, SECL will provide notice of the disruption as soon as practicable. The notice will include information about the reason for the disruption, its anticipated duration, and any alternative facilities, services, or supports that may be available.

TRAINING

Training of Staff:

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), SECL will provide accessibility training to all employees, volunteers, and other individuals who provide goods, services, on behalf of the Company.

Training will cover, at a minimum:

- The requirements of the Integrated Accessibility Standards Regulation (IASR) and the Accessible Customer Service Standard.
- The principles and requirements of the Ontario Human Rights Code as they relate to persons with disabilities.
- SECL's accessibility policies, practices, and procedures.

SECL will maintain records of all accessibility training, including the dates training was completed and the individuals who participated. These records will be maintained by the Human Resources Department.

Accessibility training will be provided:

- As part of the onboarding process for new employees and applicable personnel.
- Whenever there are changes to accessibility legislation, standards, policies, practices, or procedures.
- On an ongoing basis, as required, to ensure continued compliance with the AODA, the IASR, and the Ontario Human Rights Code.

CUSTOMER FEEDBACK PROCESS

SECL welcomes feedback on the manner in which it provides goods and services to persons with disabilities. Feedback may be provided through multiple channels, including by telephone **1-800-567-4277 ext. 7260**, (“TTY”) **dial 905-568-7112**, email privacy@sharpsec.com, or by visiting our website at: www.Sharp.ca.

All feedback will be directed to a Human Resources Representative for review and response as appropriate.

In the event of a complaint, a Human Resources Representative, in collaboration with the Manager, Corporate Projects, will review and investigate the matter. All feedback and complaint information will be documented and retained by the Human Resources Department in accordance with applicable record retention requirements.

SECL will assess the complaint to determine its validity. Where a complaint is determined to be valid, SECL will take appropriate corrective action and implement measures to prevent recurrence of the issue.

Where an individual requests information in an alternate or accessible format, SECL will make reasonable efforts to provide the information in a format that meets the individual’s accessibility needs.

This policy and related feedback process will be made publicly available on the SECL website www.Sharp.ca under the “About Us” or “Legal” section.

This policy will be reviewed at least every three (3) years and updated as necessary to ensure ongoing compliance with legislative requirements and continued alignment with SECL’s operational and business objectives.

This document is available in an alternate format on request.