



Accessible Customer Service Policy

ADT Security Services Canada Inc.

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ADT Security Services strives to deliver at all times its security products and services in a way that respects the dignity and independence of people with disabilities. We are also committed to ensuring everyone has the same opportunity to access our offerings and benefit from the same services, in the same place and in a similar way. Through the Accessibility for Ontarians with Disabilities Act (AODA) the province of Ontario is becoming more accessible for people with disabilities. Similar to our own ADT Values, all training has been consistent with the key principles of the AODA; independence, dignity, integration and equality of opportunity.

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POLICY

ADT Security Services strives to deliver at all times its security products and services in a way that respects the dignity and independence of people with disabilities. We are also committed to ensuring everyone has the same opportunity to access our offerings and benefit from the same services, in the same place and in a similar way. ADT supports the full inclusion of persons with disabilities as set out in the [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), the [Ontarians with Disabilities Act \(ODA\), 2001](#) and the [Accessibility for Ontarians with Disabilities Act \(AODA\), 2005](#).

Accessibility standards will set requirements in a number of other key areas and will be reviewed regularly and new requirements may be added over time. When new or revised standards are developed under the AODA or other body, this policy will be reviewed and updated as necessary to ensure consistency.

The policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with ADT Security Services across the country.

This policy is available in alternate formats upon request.

PURPOSE

Management at each operating unit is responsible for the implementation of and compliance with this Policy and applicable federal, provincial, and local laws. Further, Management shall provide leadership regarding this Policy, and shall make all Associates at each operating unit aware of the Policy and ADT's commitment to providing goods and services to people with disabilities. ADT will provide guidance and assistance to the operating units in fulfilling the intent of this Policy.

APPLICABILITY

This policy applies to all Associates who service customers in Ontario as well as its agents, consultants, guests, customers, vendors, and other non-employees including applicants for employment with the Company.

PROCEDURES

Providing goods and services to people with disabilities

ADT is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disability. This means staff will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting ADT goods, services and when necessary facility access.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services

ADT is committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by either e-mail (or other written means), TTY or Language Line if telephone communication is not suitable to their communication needs or if it is not available.

Assistive devices

ADT is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services remotely, in electronic environments or when they might be visiting our facilities.

We will also ensure that the staff has the resources available to them with the required understanding to use the assistive devices available on our various premises for customers.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, PDF and e-mail. Scale may be modified in an electronic format.

We will answer any questions customers may have about the content of the invoice in person, by telephone at 1-888-298-0750, by e-mail at arenglish@adt.ca or carfrancais@adt.ca, or through the Contact Us page on our web site at <https://www.adt.ca>.

Database Management

At the commencement of a new client relationship a security analysis/assessment may be completed. That information may be carried forward in the customer's electronic file as reference when future contact or work may be completed either at or for their protected premises.

Use of service animals and support persons

ADT is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter ADT's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption

ADT will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises. Where applicable it may be posted on internal and/or external web portals.

Training for staff

ADT will provide training to all employees, contractors, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- All Management
- Finance: all billing, accounts payable, payroll, administration functions and collection officers
- Customer service representatives and customer information representatives
- All office reception and administration processers
- Data: All coordinators, support personnel, team leads and supervisors falling under the Cambridge Operations Support Centre and After Sales Data Groups
- All Quality Assurance & Quality Control Functions
- All sales representatives
- National Account Managers
- All Customer Monitoring Centre representatives, monitoring agents, technical support/troubleshooting, IT, reporting & Database Administration and all other associated support personnel
- Engineering & Project Management
- Install & Service: All technicians, scheduling and support functions
- All contract technicians
- Guards
- Locks: all service field technicians and service support

This training will be provided within the regular on boarding processes of each function but no longer than 3 months after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- Use of any assistive equipment that may be available to them in their facility or that may be useful with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing ADT's goods and services
- ADT's policies, practices and procedures relating to the customer service standard.
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Staff will be trained, as appropriate, on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. ADT staff or those otherwise engaged by ADT to perform any functions will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of ADT is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way ADT provides goods and services to people with disabilities can be made by either verbal expression at your local office, e-mail to accessability@adt.ca or online through the Contact Us page on our web site at <https://www.adt.ca>. If a method is not suitable, customers may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve the ministry of services.

All feedback will be directed to and managed by the human resources group in Canada who may choose to engage location specific representation or follow their defined escalation path as required by any instance. Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly at a higher level. Customers can expect an acknowledgement of the complaint within 5 business days. The acknowledgement will indicate when the matter will be addressed and when the customer will be notified. Follow up with any required action will be noted within the acknowledgement. ADT will endeavour to ensure that all feedback/response be in a format that is accessible to the complainant.

Modifications to this or other policies

ADT is committed to developing customer service policies, practices and procedures 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.

Any policy of ADT that does not respect and promote the dignity, independence, integration and equal opportunity of persons with disabilities will be modified or removed.

Questions about this policy

This policy exists to ensure we provide service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation can be provided for all customers by corresponding to accessibility@adt.ca where they can expect to have the same experience as outlined in *4.5 Feedback Process* above.