

Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Standard Policy

Ingram Micro strives to ensure that customers with disabilities have full access to the services which we offer. Ingram Micro will make every effort to provide customer service in a manner that ensures people with disabilities are treated with dignity, integration, independence and equal opportunity.

Our associates are committed to provide valuable service to all customers and will provide customers requiring accessible customer service to benefit from the same services with the appropriate tools that Ingram Micro has available.

COMMUNICATION

Representatives of Ingram Micro will communicate in a manner that takes a person's disability into account and will change the usual method of communication if required to meet the individual's needs.

PERSONAL ASSISTIVE DEVICES

Persons with disabilities may use personal assistive devices, if required to access our services.

SUPPORT PERSONS AND SERVICE ANIMALS

Persons with disabilities may enter Ingram Micro's premises accompanied by a support person or service animal when accessing our services that are open to the public or other third parties.

Consent from the person with a disability is required when communicating private issues related to the person with a disability in the presence of a support person.

NOTICE OF TEMPORARY DISRUPTION

Ingram Micro will make every reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative services, if available. We may not be able to give advance notice in case of an emergency disruption.

Signs and printed notices will be prominently displayed at the main entrance and will call area.

Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Standard Policy

TRAINING FOR ASSOCIATES

Ingram Micro provides training to all associates as required by the Accessibility Standards for Customer Service. The policy is reviewed and training is provided on a continuous basis to all newly hired associates as part of our onboarding process and records are kept by the Human Resources department.

Training includes:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and requirements of the customer service standard.
- How to interact with persons with disabilities who use assistive devices, require support persons or service animals.
- How to communicate with persons with various types of disabilities.
- How to use devices available that may help persons with disabilities.
- What to do if a person with a disability is having difficulty accessing services.

FEEDBACK

We welcome customer feedback on how we provide accessible customer service, including feedback on the manner in which Ingram Micro provides its goods, services or facilities to people with disabilities. Customer feedback will help us identify barriers and respond to concerns.

All customers can submit feedback or questions by calling 1-800-668-3450 or by email at AODAFedback@ingrammicro.com.

All feedback, including complaints will be directed to member of the HR/Legal Compliance team. Customers can expect to hear back in five (5) business days.

Ingram Micro will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.