



Accessibility Standard for Customer Service: IDC Canada Plan

Becoming accessible means developing a plan on how your organization will provide service to customers with disabilities.

The plan outlines our accessible customer service policy, including practices and procedures.

We value the principles of independence, dignity, integration and equal opportunity in our plan.



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

International Data Corporation (Canada) Limited ("IDC Canada") is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons

We will notify customers of this by posting a notice in the following location: www.idc.ca.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities IDC Canada will notify customers 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:

- **Our Office:** 33 Yonge Street, Suite 420, Toronto
- **Our websites:** www.idc.ca; www.idc.com (good & services websites)

The notice will be made publicly available at: www.idc.ca

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Training

IDC Canada Operations will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

- All IDC Canada employees will be trained.

Staff will be trained on Accessible Customer Service within **2 months** after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- **IDC Canada's** plan 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 the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
 - **screen magnification, reading out loud and closed captioning of selected video material.**
- What to do if a person with a disability is having difficulty in accessing **IDC Canada's** goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **IDC Canada** provides goods and services to people with disabilities can provide feedback in the following way(s):

- By email to askidc@idccanada.com or by phone to (416)673-2204.

All feedback, including complaints, will be handled in the following manner:

- Customer support will assist complainant & escalate to senior management as required.

Customers should expect to hear back within 3 days.

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Notice of availability

IDC Canada will notify the public that our documents related to accessible customer service, are available upon request by posting a notice at: www.idc.ca.

Modifications to this or other policies

Any policy, practice or procedure of **IDC Canada** that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.