

AODA Customer Service Policy Sony of Canada Ltd.

Our Commitment:

At Sony of Canada Ltd. ("Sony") we take providing exceptional customer service seriously and want every interaction with our staff to be a good one. We strive to provide our goods and services in a way that respects the dignity and independence of all of our customers, including people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Purpose:

The purpose of this policy is to outline responsibilities of employees or third parties that represent Sony, who deal with the public in providing goods and services to people with disabilities.

Policy:

Sony is committed to excellence in serving all customers in a manner that reflects the principles of dignity, independence, integration and equal opportunity.

This commitment is demonstrated in the areas of:

Communication

We communicate with people with disabilities in ways that take their disability into account. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services

We are committed to providing fully accessible telephone service to our customers. We 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 using the relay service or by email if telephone communication is not suitable for their needs or is not available.

Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Billing

We are committed to providing accessible receipts to all of our customers. Receipts will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of Service Animals and Support Persons

We are 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 third parties. We will also ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter Sony'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

Sony provides 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.

Procedure

Training for staff

Sony of Canada provides training to all employees who deal with the public or other third parties on our behalf. Training is developed and delivered in various formats to all staff interacting with the public.

Training includes information regarding:

- 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, which includes customers who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing Sony's goods and services.
- Sony'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.

Customer Feedback

The ultimate goal of Sony is to surpass customer expectations. Comments on our services or questions about this policy can be directed to APO-USA@am.sony.com.

This policy is available in alternate formats upon request.