

Harlequin Enterprises Limited | HarperCollins Canada

Accessible Customer Service Policy and Procedure

Providing Goods and Services to People with Disabilities

1. Purpose

The intent of the Accessible Customer Service Policy (the “Policy”) is to ensure accessibility for persons with disabilities by identifying, removing and preventing barriers that might interfere with the ability to obtain the goods and services provided by the Company.

2. Commitment

We strive at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities. We are also 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.

3. Application

The Policy shall apply to every person who deals with members of the public or other third parties on behalf of the Company. The Policy shall also apply to every person involved in the development of policies, procedures and practices pertaining to the provision of goods and services by the Company.

4. Procedures for Providing Goods and Services to People with Disabilities

We are committed to excellence in serving all customers including people with disabilities by removing barriers that might arise in the course of doing business as follows:

(a) Communication

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

We are committed to providing fully accessible telephone services to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

In addition, we will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available and will also accommodate our customers’ use of TTY and relay services as required.

(b) Assistive devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Company's goods and services. Exceptions may occur in situations where the Company has determined that the assistive device may pose a risk to the health and safety of a person with a disability or others on the premises. In such situations, and others, the Company may offer a person with a disability other reasonable measures to assist in obtaining, using and benefiting from Company's goods and services, where other measures are available.

It is the responsibility of the person with a disability to ensure that the assistive device is operated in a safe and controlled manner at all times.

(c) Service animals

A person with a disability may enter premises owned and/or operated by the Company accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the Company will ensure that alternate means are available to enable the person with a disability to obtain, use and benefit from the Company's goods and services.

It should be noted that it is the responsibility of the person with a disability to ensure that the service animal is kept in control at all times.

(d) Support persons

A person with a disability may enter premises owned and/or operated by the Company with a support person and have access to the support person while on the premises.

In addition, the Company may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary to protect the health and safety of the person with a disability or of others on the premises.

(e) Notice of temporary disruption

We will make reasonable efforts to provide prior notice of disruptions, if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruptions, advance notice will not be possible. In all cases, the Company will notify customers promptly by posting a notice that includes information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services that may be available. The notice will be posted in reasonable places. When possible, disruptions that are known in advance will be posted online.

5. Training

The Company will provide training to appropriate employees, volunteers and others who deal with the public or other third parties on behalf of the Company. In addition, the Company

will provide training to persons involved in the development of policies, procedures and practices pertaining to the provision of goods and services.

The format of training given will be tailored to suit each person's interactions with the public or third parties or involvement in the development of policies, procedures and practices, as applicable.

The content of the training will include:

- An overview of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- An overview of the requirements of the customer service standard;
- Instruction on the Company's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- How to communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a service animal or support person;
- How to use equipment or devices that are provided which may help people with disabilities access goods and services provided by the Company; and
- What to do if a person with a particular type of disability is having difficulty accessing goods or services.

Training will be provided to each person as soon as practical after being assigned the applicable duties. Training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.

6. Feedback process

The Company is committed to providing high quality goods and services to all of its customers. Feedback from customers and/or third parties is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be provided by calling our customer care line at 1-800-873-8635. Feedback can be also submitted via email to Accessibility@harlequin.ca or AccessibilityFeedback@HarperCollins.com or faxed to (289) 316 3754.

Alternatively, accessibility concerns can be directed to our customer care representatives at the phone number above, who will then forward them to our Accessibility Officer. If they wish to be contacted about their feedback, persons must provide their name and contact information.

7. Modifications to the Policy

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this Policy before considering the impact on persons with disabilities. In the event that we do

modify this Policy, we will post the updated Policy on our website and make it available to you upon request.

8. Questions about the Policy

Any questions about this Policy should be referred to the contact information noted above.