

Customer Service Policy

Providing Goods and Services to People with Disabilities

1. Our Mission

The mission of Ricoh Canada Inc. is to provide excellence to improve the quality of living. Our belief is that our customers are the primary focus of everything that we do, and we must understand each customer's needs from their perspective to bring new value to those we serve, with the highest level of satisfaction. The basis is "putting yourself in the other person's shoes". This is a core value of The Ricoh Way and of our management philosophy.

Our Commitment

In fulfilling our mission, Ricoh Canada Inc. is committed to providing its goods and services in 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 similar way as other customers.

2. Providing goods and services to people with disabilities

Ricoh Canada Inc. is committed to excellence in servicing all customers including with disabilities and we will carry out our functions and responsibilities in the following areas:

a. **Communication**

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

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

b. **Telephone Services**

We are 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 customer by e-mail if telephone communication is not suitable to their communication needs or is not available.

c. 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 will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will also ensure that employees receive training on how to use the following assistive devices available on our premises for customers i.e. scooters and wheelchairs.

d. 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, large print, e-mail etc.).

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

3. Availability of accessible formats and communication supports.

Any member of the public who visits our website has access to the following accessible formats and communications supports.

Types of accessible formats available on our website:

- HTML
- Large print – use zoom function
- Use of Image Alternative Text i.e. Alt tag (images only). This allows the user to read a description an image as it appears on the website.

Types of communication supports:

- All videos used on site are uploaded to YouTube therefore users can utilize subtitles or audio hosted on Youtube
- Members of the public who wish to contact Ricoh Canada Inc can complete the 'Contact Us' form and be contacted directly by a member of the Customer Service team in due course.

4. 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 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 Ricoh Canada Inc.'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.

5. Notice of temporary disruption

Ricoh Canada Inc. 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, the anticipated duration, and description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

6. Training for staff

Ricoh Canada Inc. will provide training to all employees, 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. Employees with customer facing activities will be trained, including but not limited to: Sales staff, Customer Service Representatives, Call centre staff, all managers and supervisors, On site employees.

This training will be provided 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
- What to do if a person with a disability is having difficulty in accessing Ricoh Canada Inc.'s goods and services
- Ricoh Canada Inc.'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.

7. Feedback process

The ultimate goal of Ricoh Canada Inc. 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 Ricoh Canada Inc. provided goods and service to people with disabilities can be made by completing our customer satisfaction survey.

Complaints will be addressed according to complain categories already established in our company's complain management procedures. Customers may call 1-800-268-268-2032 and

press option 4 for customer service or email us at customerservice@ricoh.ca. The feedback will be logged in our internal Customer Resolution System and assigned to our Human Resources Department. Customers can expect to hear back in 2 days.

8. Modifications to this or other policies

We are committed to developing customer service policies 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 Ricoh Canada Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve 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 will be provided by a member of our Human Resource team.