

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Trend Micro Canada is committed to excellence in servicing all customers including people with disabilities.

Assistive Devices

We will ensure that Trend Micro Canada's employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

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

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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Trend Micro Canada will notify customers promptly. This 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.

The notice will be placed at in our Canadian Head Quarters and our web site).

Training for Staff

Trend Micro Canada will provide training to employees who deal with the public or other third parties on their behalf.

All Ontario based employees will receive the necessary training. This training will be provided to staff twice a year.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Trend Micro 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 or support person.

Accessible Customer Service Plan

- What to do with a person with a disability is having a difficulty in accessing Trend Micro's goods and services

Staff will also be trained when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way Trend Micro Canada provided goods and services to people with disabilities is through our Website.

All feedback will be directed to the Human Resources Business Partner for Canada.

Customers can expect to hear back within 2 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Any policy of Trend Micro Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.