A Larsen & Toubro Group Company

LTM

AODA – Accessibility for Ontarians with Disabilities Act

Providing Goods and Services to People with Disabilities – Customer Service Standard
LTIMindtree is committed to excellence in serving all clients including people with disabilities.

Assistive devices
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.

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 persona 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 planned or unexpected disruption to services or facilities for clients with disabilities, LTIMindtree, will notify clients 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. The notice will be placed at the 5th Floor Reception. In addition, we will leave an automated message on our voicemail system, call you to make alternative arrangements if we know accommodation is needed.

Training for Staff
LTIMindtree will provide training to employees, contractors, consultants and all other who deal with the public or other third parties on their behalf. This training will be provided to staff as part of their orientation with our organization.

Training will include but not limited to:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- LTIMindtree 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 support person
- Providing notice of disruptions to services in facilities

LTM Canada Limited, LTM Limited, and LTM Financial Services Technologies Inc.
(Subsidiaries of LTM Limited, formerly Larsen and Toubro Infotech Limited)
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Feedback process

Clients who wish to provide feedback on the way the company provides goods and services to people with disabilities can write, email or phone us. All feedback will be directed to the Executive Team for thoughtful discussion so we may further improve our Accessibility practices. Clients can expect to hear back within 30 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of LTIMindtree that does not respect and promote the dignity and independence of people with disabilities will be modified or deleted.

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