



## **Accessible Customer Service Standard**

*Revised: October 19, 2024*

In fulfilling our mission, Wave strives to always provide services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allow them to benefit from the same services as other customers.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- By email
- By chat
- By outbound phone call
- Or other means identified by the person with a disability

We will work with the person with a disability to determine what method of communication works for them.

Employees of Wave who communicate with Customers will be trained on how to interact and communicate with people with various types of disabilities.

### **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 all customer-facing teams are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Our Employees are ready to assist users with disabilities taking into consideration and respecting the dignity and independence of the individual.

### **Service Animals & Support Persons**

Wave welcomes people with disabilities, their support persons, and/or their service animals to the parts of our premises that are open to the public. Wave Employees dealing with the public will be trained on how to interact with people with disabilities accompanied by their Support Person and/or Service Animal. To the extent that Customers with disabilities are invited to the company's premises, a Support Person and/or Service Animal may accompany such users always during their visit, unless prohibited by law at which point we would work together to address those needs.





## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services for customers with disabilities or special access needs, Wave will notify customers promptly, subject to the requirements of the AODA. This communication will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available. Such notices would be posted conspicuously on applicable websites. To the extent that the disruption pertains to our physical space accessible by Customers, notices will be placed on public entrances.

## **Training**

Wave will provide accessible customer service training to all Employees involved in developing our policies or anyone who provides goods, or services to customers on our behalf.

The goal of the training will be to ensure that our Employees interact and communicate appropriately with individuals with various disabilities or special access needs. Employees will be trained on accessible customer service in their onboarding or within three months of being hired.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- Wave's Commitment, Policies and Standards, including 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 Wave's services.

Employees will also be trained when changes are made to our policies or standards. Records of all training provided under this policy are maintained by Wave's internal team.





## **Feedback Process**

Wave's goal is to meet and exceed customer expectations when serving customers with disabilities. Comments, questions, and compliments on how those expectations are being met are welcomed and appreciated!

Customers who wish to provide feedback can do so through contact options on Wave's website or by emailing [accessibility@waveapps.com](mailto:accessibility@waveapps.com). If necessary, the feedback may be referred to designated individuals within the Customer Success Department, or to other Employees who will work with the Customer to address the concerns and improve our service. Complaints will be addressed according to established customer complaint management policies and procedures.

## **Changes to Existing Policies**

Modifications to this or other policies will not be made unless the impact of the changes on persons with disabilities has been considered. Wave reserves the right to make amendments to this policy without prior notice to you. Wave is committed to communicating with persons with disabilities in ways that take into account their disability, so if you require a different format that is more accessible to you, please let us know.

## **Notice of Availability of Documents**

Wave will provide this document in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support.

## **Questions about this Policy**

This policy exists to achieve service excellence for Customers with disabilities. Questions about this policy should be directed to [accessibility@waveapps.com](mailto:accessibility@waveapps.com).

