

Accessibility for Ontarians Customer Service Policy

*Application: All
Ontario Employees,
Consultants & Visitors*

Purpose

In alignment with the goal of the Ontario Government to make Ontario barrier free by 2025, GS1 Canada supports the full inclusion of persons with disabilities as set out in the:

- Canadian Charter of Rights and Freedoms;
- Ontario Human Rights Code;
- Ontarians with Disabilities Act (ODA), 2001;
- and the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

The purpose of the AODA policy is to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings. Compliance of the AODA will be required in phases with a target completion date of January 1, 2025. The first phase - Information and Communications Standards - includes the roll-out and implementation of the **GS1 Canada Accessibility for Ontarians Customer Service Policy**.

Our Commitment

GS1 Canada is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This includes ensuring that persons with disabilities have the same opportunity to access our goods and services – allowing them to benefit from the same services, in the same place and in a similar way as other stakeholders. GS1 Canada will identify, remove and prevent accessibility barriers that may prevent the full participation of persons with disabilities in the community. This includes:

- Physical;
- Environmental;
- Attitudinal; and
- Communication and technological challenges.

Providing Goods & Services to Persons with a Disability

GS1 Canada is dedicated to serving all stakeholders, including persons with disabilities and will deliver our functions and responsibilities in the following areas:

Training for Staff

GS1 Canada will ensure that all persons to whom this policy applies receives training as required by the Accessibility Standards for Customer Service regulations. In addition, training will be provided to GS1 Canada employees as part of the orientation training for new employees, and as needed.

The training material will explain:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Services;
- Information about GS1 Canada's policies, procedures, and guidelines pertaining to the provision of our services to users with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person;
- How to use the equipment or devices available on the premises that may help with the provision of services to persons with disabilities.

Employees will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. GS1 Canada will ensure that third parties providing services on behalf of GS1 Canada undertake training in accessible customer service as outlined above.

GS1 Canada will keep records of training provided including dates and the number of participants involved in the training.

Assistive Devices

GS1 Canada is committed to servicing persons with disabilities who use assistive devices to obtain, use or benefit from our goods or services. We are committed to ensuring our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Telephone Services

GS1 Canada is committed to providing fully accessible telephone services to our stakeholders. We will train staff to communicate with stakeholders and subscribers over the telephone in a moderate, clear and professional manner.

We will also ensure our staff is familiar with telephone technologies intended for persons with disabilities.

Communications

GS1 Canada will ensure the appropriate communications support is available to persons with all disabilities pertaining to the guidelines in the Act. We will train our employees on how to interact and communicate with our community and people with various types of disabilities.

Billing

GS1 Canada is committed to providing accessible invoices to all of our stakeholders and subscribers. Invoices will be provided in alternative format upon request. Finance will answer

any questions customers have about the content of the invoice in person, by telephone or email.

Use of Service Animals and Support Persons

Service Animals

Persons with a disability may enter GS1 Canada premises accompanied by a service animal and keep the animal with them on parts of our premise that are open to the public when accessing goods and services.

In the event that a GS1 Canada employee or visitor is allergic to animals, alternative arrangements will be made. The organization will ensure that all office event venues are compliant with GS1 Canada's process regarding service animals.

Support Persons

Persons with disabilities can enter GS1 Canada premises accompanied by a support person and will have access to that support person at all times.

Consent from the persons with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

Service Disruption

GS1 Canada will make a reasonable effort to communicate disruptions of services that are used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Feedback Process

GS1 Canada welcomes feedback and comments on our services regarding how well expectations are being met. Customer feedback can be submitted to GS1 Canada by the following methods:

- Email: humanresources@gs1ca.org
- Telephone 1-647-467-7530; or
- In person or in writing to 1500 Don Mills Rd., 8th Floor, Toronto ON M3B 3K4

Modifications to this or Other Policies

GS1 Canada is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. All GS1 Canada policies and procedures will be developed or updated to respect and promote full access to our services.