

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

1. OBJECTIVE

To establish how the Essilor Group in Canada will provide access to goods or services to the public and other third parties that do business with the Essilor Group in Canada (“Customers”) with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with Ontario Regulation 429/07 (the “Customer Service Standard”) under the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

The Essilor Group in Canada is committed to excellence in serving all people with disabilities and recognizes the importance of:

- Providing access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of Customers with disabilities in order to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA

2. SCOPE

This Policy applies to all Essilor Group in Canada employees, agents and contractors, including but not limited to senior management, managers, supervisors, full-time employees, part-time employees, off-site employees, in-site employees, telephone support employees, website support staff, students, apprentices and volunteers working in and for the Ontario province.

3. POLICY

3.1 Communication

Our staff will communicate with people with disabilities in a manner that take into account their disabilities. Our staff will consider how a Customer’s disability may affects the way that he or she expresses, receives or processes communications and, where possible, they will ask the Customer how to best communicate with him or her.

3.2 Assistive devices

Assistive devices that may be used by individuals with disabilities will be welcome on the Essilor Group in Canada premises open to the public or other third parties, including but not limited to

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards. The Essilor Group in Canada will take steps to ensure that its staff is familiar with such assistive devices.

3.3 Service animals

The Essilor Group in Canada welcomes guide dogs or other animals that serve individuals with disabilities in those areas of the Essilor Group in Canada's premises that are open to Customers and will permit the Customer to keep the service animal with him or her, except for those animals that are otherwise excluded by law from the premises.

In the event that a service animal is otherwise excluded by law from the premises, the Essilor Group in Canada will provide the applicable Customer with an alternative method of obtaining, using or benefitting from its goods or services.

3.4 Support persons

The Essilor Group in Canada welcomes persons who support individuals with disabilities to accompany them onto Essilor Canada premises open to the public or other third parties. The Essilor Group in Canada will ensure that Customers who so require have access to their support persons while on the premises.

Such support persons may be professional support workers, volunteers, family members or friends who provide support to the Customer. Fees will not be charge for support persons.

Support persons will be asked to follow the rules or requirements that are specific to the goods or services provided by the Essilor Group in Canada.

The Essilor Group in Canada will seek the consent of the Customer before confidential information is discussed in front of the support person. In some instances, support persons may be asked to sign a Confidentiality Agreement.

The Essilor Group in Canada will require a support person to accompany a Customer when on the premises when it determines that such an arrangement is necessary to protect his or her health and safety or that of others on the premises.

3.5 Notice of temporary disruption

In the event that a facility, service or system offered by the Essilor Group in Canada to Customers with disabilities is expected in advance to become temporarily unavailable, in whole or in part, the Essilor Group in Canada will provide advance notice of the disruption on its

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

telephone message, website, at the entrance to its premises and by the service or facility, at a reasonable time in advance of the disruption and during the disruption.

If the disruption is unexpected, the notices will be provided as soon as the anticipated disruption becomes known to the Essilor Group in Canada. The notices will:

- Explain the reason for and anticipated length of the disruption; and
- Provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities, if available.

3.6 Training

The Essilor Group in Canada will provide training to the staff and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of goods and services.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard,
- The Essilor Group in Canada Policy 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 a support person,
- What to do if a person with a disability is having difficulty in accessing the Essilor Group in Canada's goods and services.

This training will also be provided on an ongoing basis as soon as practicable:

- To new hired staff and employees who will be assigned duties that include interaction with Customers on the Essilor Group in Canada's behalf or who will be involved in developing the Essilor Group in Canada's policies, practices and procedures on the provision of goods and services; and
- Whenever the Essilor Group in Canada's policies change with respect to customer service accessibility for individuals with disabilities, to all staff who interact with Customers on the Essilor Group in Canada's behalf or who are involved in developing the Essilor Group in Canada's policies, practices and procedures on the provision of goods or services.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

The Essilor Group in Canada will keep a log of all of the training it will provide documenting who was trained, on what and when

3.7 Feedback process

Customers who wish to provide feedback on the way the Essilor Group in Canada provides goods and services to people with disabilities can email to peoplewithdisabilities@essilor.ca

All feedback, including complaints, will be directed to the Vice President of Quality and Environment, Health & Safety of Essilor Canada.

Customer can expect to hear back in 10 calendar days.

3.8 Notice of availability

A notice advising customers how they can request a copy of this policy and all related documents will be posted at the entrance to its premises. The Essilor Group in Canada will strive to provide Customers with disabilities who request a copy of this Policy with a format that takes into account their disability.

3.9 Modifications to this plan or other policies

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

4. CHANGE LOG

Version	Change
01	N/A