



## Hoya Canada Human Resources

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### Human Resources Focus:

## 04-009 ACCESSIBLE CUSTOMER SERVICE STANDARD

### CONTENTS:

1. Purpose
2. Policy
3. Document Change History

### PROPRIETARY INFORMATION

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## 1. PURPOSE

Hoya Vision Care Canada is committed to providing equal access to our goods and services to all our current and potential customers, including those with any type of disability.

Our goal is to ensure that the Policy and related practices and procedures are consistent with the following four core principles:

- Dignity- Persons with a disability must be treated as valued customers who are as deserving of service as any other customer.
- Equality of Opportunity- Persons with a disability should be given an opportunity equal to that given to others to obtain, use, and benefit from our goods and services.
- Integration- Where possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer.
- Independence- Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

## 2. POLICY

As a third-party provider of products, there is limited access by customers to our physical location. However, to ensure access on-site at our Head Office, the Company has developed key policy statements with respect to Service Animals, Support Persons and Assistive Devices.

### Service Animals

Any customer that requires a service animal will be allowed to have the service animal accompany him/her to any area within HOYA that are accessible to customers.

### Support Persons

Any customer that requires a support person will be allowed to have the support person accompany him/her to any area within HOYA that are accessible to customers.

If the customer is attending training or any other meeting that includes the company providing meals, we shall also provide for any support persons.

### Assistive Devices

Customers with a disability are permitted, where possible, to use their own assistive device when on our premises. Examples of an assistive device include a walking cane or hearing aid.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first try to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

#### Employee Training

All staff that interact with actual or potential customers have been trained in this policy. The training is part of the new hire orientation for those staff hired into customer service and/or customer interaction roles.

#### Continuous Improvement

The initiatives in place reflect the requirements of the Accessibility for Ontarians with Disability Act as well as a company specific needs assessment that was conducted by Human Resources. We recognize that we cannot anticipate, and thus remove, all barriers.

HOYA has implemented a process by which individuals can provide feedback specific to any experience related to accessing goods and services. Customer Service, Sales and Human Resources are all familiar with the form and can either provide it directly or re-direct any inquiries to Human Resources.

All complaints will be responded to within five business days with either:

- (a) a resolution or
- (b) an update as to the steps that have been taken and/or will be taken, along with a timeframe in which further communication from the Company can be expected.

A copy of each form will be retained by Human Resources who will recommend continuous improvement initiatives on an ongoing basis

This policy is available to any member of the public upon request. Hoya reserves the right to change its accessibility policy without notice to the individual user or visitor.

All questions regarding this Accessibility Policy should be directed to:

HOYA Vision Care Canada  
 Attention: Human Resources  
 21-3330 Ridgeway Drive  
 Mississauga, ON L5L 5Z9

### 3. DOCUMENT CHANGE HISTORY

Revision Date [DD/MM/YYYY]	Nature of Revision	Document Review Participants
12/07/2023	Document original issuance	Renata Correia, Director of Human Resources