



Accessible Customer Service Plan Providing Programs and Services to People with Disabilities

NSF Canada and NSF International Strategic Registrations (ISR) Canada Company are committed to Diversity and Social Inclusion and to meeting its obligation under Ontario's Accessibility for Ontarians with Disabilities Act, 2005 (AODA), by offering quality programs and services to each member of the community and to always provide these programs and services in a way that respects the dignity and independence of people with disabilities. NSF Canada and NSF ISR Canada Company are committed to open communication and to ensuring that persons with disabilities have equal opportunity access.

The following document outlines policies and procedures in place to make NSF Canada and NSF ISR Canada Company the most accessible environment possible and to create socially inclusive environments at NSF Canada and NSF ISR Canada Company in which everyone, including persons with disabilities, is able to participate in an equal way.

Assistive devices

Persons with disabilities may use their own personal assistive devices while accessing or using NSF Canada and NSF ISR Canada Company programs or services in any premise leased, owned or operated by NSF Canada and NSF ISR Canada Company. Possible barriers to the use of assistive devices will be removed where they can be.

Certain areas of our premises may not be accessible to people using various assistive devices. If there is a case where a customer cannot get to a certain area, alternate arrangements will be made. This may include arranging times in meeting rooms that are accessible to the customer and bringing information, products and employees, other staff and independent contractors/agents¹ to the customer in the accessible area.

Communication

We will communicate with people with disabilities in ways that take into account their disability. Employees, other staff members and independent contractors/agents will be trained on communicating with people of various types of disabilities. For example those with vision impairment, copies of large-font versions of company policies and procedures can be available or a member of staff will be available to read the policy to the customer. Or for instance, if a customer has a hearing disability, we can communicate via email, or whatever form of communication best suits the customer and that NSF Canada and NSF ISR Canada Company have access to.

Service animals

We welcome people with disabilities and their service animals. Service animals are permitted on our premises that are open to the public.



Where an animal is excluded by law from the premises, or may affect the health and safety of other customers, other measures will be explored in order to provide programs and services to the person with a disability.

Where it is not readily apparent that an animal is a service animal, NSF Canada and NSF ISR Canada Company may request a letter from a physician confirming that the animal is used by the person for reasons relating to his or her disability.

Support persons

A person with a disability who is accompanied by a support person will be permitted to have that person accompany them on our premises.

- Program fees shall be waived for the support person, provided that the support person remains beside the person with a disability when accessing and using a program or service.

Notice of temporary disruption

NSF Canada and NSF ISR Canada Company are committed to informing stakeholders of any temporary disruption of service at any sites leased or operated by NSF Canada and NSF ISR Canada Company. A temporary disruption means a short-term planned or unplanned disruption to facilities, programs or services. Potential temporary disruptions may include evacuations or relocation due to fire, flood, or mechanical failures, power outage, elevator out of service, or programs moved or cancelled.

Onsite managers shall notify the public, including people with disabilities, of any temporary disruptions. Notice shall include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notice may be given by posting information on the premises, on the NSF-GFTC website, voicemail messaging or by any other reasonable method. Contact Human Resources at hr@nsf.org for sample notice templates.

Training

NSF Canada and NSF ISR Canada Company will provide training to employees, other staff and current independent contractors/agents 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 our programs and services.

Training is delivered in various formats to all employees, other staff and current independent contractors/agents including (but not limited to) Management, Human Resources, Information Technology, Marketing and Communications, Project Managers, Support Staff, Technicians,



Consultants, Auditors, as well all others acting on behalf of NSF Canada and NSF ISR Canada Company.

This training will be provided to new hires within 2 weeks of their start date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Review of NSF Canada's and NSF ISR Canada Company's 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 a support person
- What to do if a person with a disability is having difficulty in accessing NSF Canada's and NSF ISR Canada Company programs and services

Staff will also be trained when changes are made to the accessible customer service plan.

Feedback process

Feedback mechanisms provide NSF Canada and NSF ISR Canada Company with opportunities to learn and improve.

At NSF Canada and NSF ISR Canada Company we are always looking to improve our service delivery and accessibility and welcome comments on the manner in which we provide services. Feedback can be provided by contacting NSF Canada and NSF ISR Canada Company in writing by email or [online](#), or in person to Reception, or by telephone, or by regular post mail to:

Attention: Human Resources
125 Chancellors Way
Guelph, ON N1G 0E7
Email: hr@nsf.org
Tel: 519-821-1246

Feedback regarding any accessibility or human rights matters will be referred to Human Resources who will work with the Senior Leader to respond as appropriate.

Customers are asked to leave their contact information with the feedback and should expect to hear back from the company in approximately 2 weeks if they request a response. (Note: the Customer Service Standard does not require a response to be provided for all feedback)



Modifications may be made to this policy and/or other company policies and procedures based on this feedback.

Notice of availability

NSF Canada and NSF ISR Canada Company will notify the public that our policies related to the AODA are available upon request by posting them on our external website.

Where a request is made for a document by a person with a disability, NSF Canada and NSF ISR Canada Company shall provide the document or the information contained in the document in a format that takes into account the person's disability for example billing. Invoices can be provided in the following formats upon request: hard copy, large print and/or email and we are happy to answer any questions customers may have about the content of the invoice in person, by telephone or email.

Questions about this Policy

For more information, questions, or feedback regarding accessibility at NSF Canada and NSF ISR Canada Company or to request communication in an accessible format, please contact Human Resources using the feedback process outlined above in this document.

In addition, the following are sources of information about the Accessibility Standards in Ontario:

- Accessibility Standards for Customer Service, visit www.e-laws.gov.on.ca
- To review requirements under the Accessibility for Ontarians with Disabilities Act or for additional resources about accessibility, visit www.mcass.gov.on.ca/mcass
- More information about the customer service standard for accessibility is also available at www.accesson.ca.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of NSF Canada and NSF ISR Canada Company that is found to not respect and promote the dignity and independence of people with disabilities will be modified or removed.



When Visiting Our Sites

If accommodations are required when visiting NSF Canada and NSF ISR Canada Company, please arrange these with your NSF contact, call ahead or email Human Resources at hr@nsf.org.

ⁱ Independent contractors/agents are anyone who provides goods, services and facilities to the public on behalf of NSF Canada and NSF ISR Canada Company.