

5.14 ACCESSIBLE CUSTOMER SERVICE POLICY

SGS IN CANADA

SGS Canada (the Company) is committed to excellence in serving all customers including people with disabilities.

5.14.1 ASSISTIVE DEVICES

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

5.14.2 COMMUNICATION

The Company will communicate with people with disabilities in ways that take into account their disability.

5.14.3 SERVICE ANIMALS

The Company welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

5.14.4 SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons

5.14.5 NOTICE OF TEMPORARY DISRUPTION

The Company will notify customers promptly in the event of a planned or unexpected disruption to services or facilities for customers with disabilities. A notice will be posted and include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services.

The notice will be placed at the affected location.

5.14.6 TRAINING

The Company will provide training to employees, and others who deal with the public or other third parties. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of SGS services.

All employees in Ontario will be trained:

Training for new hires will be part of the SGS on boarding process "SHINE" and will be required to be completed in the first 90 days of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The 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.
- How to use the [enter name of equipment or devices , e.g. TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities].
- What to do if a person with a disability is having difficulty in accessing the Company's services.

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

5.14.7 FEEDBACK PROCESS

Customers who wish to provide feedback on the way the Company provides services to people with disabilities can enter feedback via the Company website at www.sgs.com and select the "CONTACT" button. The "CONTACT" button will prompt the individual to fill out the feedback form.

All feedback, including complaints, will be received by Reception at the Head Office in Mississauga and forwarded to the appropriate Functional Manager for resolution.

Customers can expect to hear back in 48 hours.

5.14.8 NOTICE OF AVAILABILITY

The Company will notify the public that our policies are available upon request.

5.14.9 MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of the Company's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.