

GDLS-C Accessibility Policy

Our Commitment:

In fulfilling our mission, GDLS-C is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policy is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

ALL employees and others who deal with the public will be trained. This training will include, the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard, policies 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 and how to use the equipment or devices available.

Assistive devices:

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, GDLS-C will work with the person to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff is 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, services or facilities.

Support Persons and Service Animals:

Support people are allowed to accompany the person with a disability anywhere the person is going on our premises. Service animals are allowed to accompany the person with a disability anywhere the person is going on our premises except where the service animal's safety may be compromised.

Emergency Evacuation Procedures:

If you require accommodation in the event of an emergency evacuation, please notify the Security Officer at your reception point and the person you are meeting with.

Communication:

Communication with people with disabilities takes into account their disability. GDLS-C will work with the person with a disability to determine what method of communication works for them.

Feedback Process:

The ultimate goal of GDLS-C is to meet and surpass expectations while serving customers with disabilities. Comments on our products, goods and services regarding how well those expectations are being met are welcomed and appreciated. Complaints will be addressed according to GDLS-C regular complaint management procedures.

Feedback regarding the way GDLS-C provides products, goods and services to people with disabilities can be made by calling (519) 964-5900 and requesting the Environmental, Health and Safety Department or email them at gdlsCanadaEHS@gdls.com.

- Customers will be responded to within 10 days
- All information will remain confidential
- Available in various formats upon request

Request for GDLS-C Accessibility Policy:

A copy of GDLS-C Accessibility Policy is available upon request. Please notify the Environmental Health and Safety Department if you would like a copy of this policy, in addition include the format in which you would like to receive the policy.

Questions about This Policy:

This policy seeks to achieve service excellence to participants with disabilities. Inquiries about the policy, or its purpose, will be provided by *the Environmental, Health and Safety Department*.

2023-01-24
Date

Director, Human Resources & Communications
General Dynamics Land Systems – Canada