

## **Haleon Canada Accessible Customer Service Policy**

Haleon Canada will maintain policies and practices governing its provision of goods and services to persons with disabilities and use reasonable efforts to ensure that it does so in a manner that respects the dignity and independence of persons with disabilities. This includes but is not limited to making reasonable efforts to ensure that: the provision of goods, services, and facilities to persons with disabilities is integrated with the provision of the same to others (unless an alternative measure is necessary, whether temporary or permanent, to enable the person with a disability to access the same); persons with disabilities are given equal opportunity to benefit from the goods, services, or facilities; and communications are done in a manner that takes into account the person's disability.

### **Accessible Formats and Communication Support**

Upon request Haleon Canada will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner, that considers the person's accessibility needs due to disability. Haleon Canada will consult with the person making the request in determining the suitability of an accessible format or communication support.

### **Support Persons**

Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public when accessing goods and services provided by Haleon Canada. A support person is, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Haleon Canada may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will occur only after consultation with the person with a disability and when it is the only reasonable means to allow the person with a disability to access Haleon Canada's goods or services.

### **Assistive Devices**

Customers with disabilities may use an assistive device in order to access Haleon Canada's goods and services. An assistive device is any technical aid, communicative device or medical aid modified or customized that is used to increase, maintain or improve the functional capabilities of people with disabilities.

### **Service Animals**

When accessing Haleon Canada's goods or services, persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, unless superseded by other legislation. An animal is a service animal for a person with a

disability if it is readily apparent that the animal is used by the person for reasons relating to their disability, or if the person provides a letter from a physician, nurse, or other regulated health professional confirming that the person requires the animal for reasons relating to the disability.

It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times while on HALEON Canada's premises. No interaction with service animals is permitted unless permission is granted by the owner/handler. Upon request, water and an outdoor area suitable for the service animal's needs will be provided.

In the event that a service animal is prohibited by law from entering HALEON Canada's premises, the company will ensure that other measures are available to enable the person with a disability to obtain, use, or benefit from HALEON Canada's goods or services.

### **Barriers**

HALEON Canada will endeavour to minimize any barriers that prevent persons with disabilities from accessing the company's goods and services. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, a technological barrier, a policy or a practice.

### **Communication**

HALEON Canada will communicate with people with disabilities in ways that take into account their disability.

### **Notice of Temporary Disruption**

In the event of a planned service disruption to the facilities, services or systems that are relied upon by people with disabilities to access HALEON Canada's goods or services, notice shall be provided in advance and as soon as possible. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available. Notice may be given by posting the information on HALEON Canada's premises, website or by such other method that is reasonable under the circumstances.

## **Customer Feedback**

Haleon Canada will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

## **Feedback Process**

Haleon Canada maintains a feedback process so that members of the public can comment on the provision of the company's goods or services to people with disabilities. The feedback process allows for comments in person, by telephone, in writing or email or other reasonable methods. All feedback will be directed to the appropriate team and any subsequent actions will take place within a reasonable period after receipt. Information on the feedback process is available to the public, upon request.

Please use the general inquiries form (<https://haleon-com.preprod-cf65.ch.adobecqms.net/contact-us/general-enquiry/>) to provide feedback.