

# Accessibility

We L'Oréal Canada Inc. ("L'Oréal") strives to provide our products and services in a manner that is accessible to all of our customers and respects the dignity and independence of people with disabilities.

L'Oréal is committed to equity and inclusion and providing a workplace that is accessible for people with disabilities. To download the L'Oréal Multi-Year Accessibility Plan, please click [here](#).

## L'Oréal's Accessible Customer Service Policy

### Application

The L'Oréal Canada Inc. Accessible Customer Service Policy ("the Policy") applies to all employees, managers, and customers of L'Oréal, and to any third parties (e.g., contractors) who are engaged to provide our merchandise, facilities, and services to the public on our behalf.

### Overview

The following policy outlines L'Oréal's plan to provide service to customers with disabilities in the province of Ontario. Customers with physical or mental disabilities deserve the same high level of service given to any other customer.

All goods and services provided by L'Oréal shall follow the principles of dignity, independence, integration and equal opportunity.

### Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will train our staff to become familiar with various assistive devices that may be used by customers with disabilities while accessing our merchandise, facilities, and services.

### Communication

When communicating with people with disabilities, we will do so in ways that take into account their disability and their communication needs. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter L'Oréal premises with his or her support person. If confidential information needs to be shared, consent will be obtained from the Customer, prior to any conversation.

## **Notice of Temporary Disruption**

L'Oréal will notify customers promptly in the event of a planned or unexpected disruption to services or facilities. L'Oréal will post a notice about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at or near the affected facility or service and/or through other means (e.g., website) where necessary.

## **Training**

L'Oréal will provide training to employees, volunteers and others who deal with the public or other third parties on its behalf. Training will also be provided to those who are involved in the development and approval of customer service policies, practices and procedures.

Training will be provided as soon as practicable and will be included in new hire orientation. Revised training will be provided in the event of changes to legislation, or changes to L'Oréal procedures and/or practices related to customers with disabilities.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 various assistive devices available on our premises, if any
- What to do if a person with a disability is having difficulty in accessing L'Oréal's goods and services
- L'Oréal's policies, practices, and procedures relating to the Customer Service Standard

## **Employment**

L'Oréal is committed to fair and accessible employment practices. L'Oréal will accommodate individuals with disabilities during the recruitment and hiring processes and during employment.

L'Oréal will review its recruitment and hiring policies, processes and communications and will modify them as required to reflect required accessibility standards.

L'Oréal will continue to develop or revise as required individual accommodation plans and return-to-work plans for employees that have been absent due to a disability. L'Oréal will review performance management and career development processes and modify them as required to ensure the accessibility needs of employees with disabilities are taken into account.

L'Oréal will continue to identify and take steps to prevent and remove other accessibility barriers impacting employment.

## **Feedback**

L'Oréal welcomes feedback on how we provide accessible customer service to people with disabilities. Customers who wish to provide feedback on the way L'Oréal provides goods, services or facilities to people with disabilities is encouraged to communicate directly with the brand concerned. You will find on our brands' site the contact information to reach us via phone, email or Contact Us Form. You can also contact L'Oréal Canada by phone at (514)287-4800 or by mail at 1500 Boul. Robert-Bourassa, Suite 600 Montréal, QC, H3A 3S7. This feedback will help us identify opportunities and respond to concerns.

We will consider your comments carefully. Where appropriate, L'Oréal will respond directly to the customer within a reasonable period of time. Complaints will be addressed pursuant to L'Oréal's regular Customer Service procedures.

## **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, in accordance with the Accessibility for Ontarians with Disabilities Act or similar regulations throughout Canada. Therefore, no changes will be made to this policy before considering the impact on people with disabilities and any legal ramifications.

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

## **Accessible Emergency Response Information**

L'Oréal will provide its customers with publicly available emergency information in an accessible way upon request. L'Oréal will also provide employees with disabilities the opportunity to prepare individualized emergency response information plans when necessary to assist them in the event of an emergency.

Note: Copies of documents required under the Accessibility for Ontarians with Disabilities Act, 2005 are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.