

Accessible Customer Service Policy

Purpose

At Xylem Canada LP (“**Xylem**”), we are committed to providing exceptional customer service to all of our clients. Making services accessible to persons with disabilities is an important part of this commitment to superior customer service.

We strive to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services in the same place and in a similar way as other clients.

This policy establishes our commitment to accessible customer service under the *Accessibility for Ontarians with Disabilities Act, 2005* and the customer service standard requirements under Ontario Regulation 191/11, The Integrated Accessibility Standards Regulations.

Application

Xylem’s Accessible Customer Service Policy (“the **Policy**”) applies to all of our employees and managers, and to any third parties (e.g., contractors) who we may arrange to provide our goods and services on our behalf. This policy applies to the extent that members of the public interact with our representatives directly and are able to directly access our services, products, and premises.

Communication

When communicating with people with disabilities, we will do so in ways that takes into account their disability. Accordingly, we will train any staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone services to our customers. We will train employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate by email, relay services if telephone communication is not suitable to their communication needs. We will make our staff familiar with telephone technologies intended for people with disabilities.

Assistive devices

People with disabilities are welcome to use their own personal assistive devices (e.g., white cane, wheelchair, hearing and visual aids) in order to access or use our facilities and obtain our services, to the extent that those facilities and services are made available and accessible to the general public. We will train our staff to become familiar with various assistive devices that may be used by clients with disabilities while accessing our services. We will also ensure that staff know how to use assistive devices that are available for clients on our premises.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, pdf, email, Braille.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Service animals and support persons

People with disabilities who are accompanied by a service animal are welcome on all parts of our premises that are open to the public and other third parties. Clients may keep the animal with him/her unless excluded by law, in which case, we will consider alternative measures to access to our services. Our staff and others dealing with the public on our behalf will be trained on how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter our facilities with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to Xylem's premises. Customers will be informed of this by a notice that will be posted in Xylem's premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, Xylem 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, where necessary.

Training for staff

We will provide training to all Xylem employees, all persons who are involved in the development and approval of Xylem policies, and all other persons who provide goods, services or facilities on behalf of Xylem. This training will be provided shortly after staff commence their duties and/or upon changes to this Policy, practices and procedures.

Training will include the following:

- The purposes 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 our facilities and services
- Xylem's policies, practices and procedures relating to the customer service standard.

Employees will also be trained on an ongoing basis when changes are made to Xylem's policies, practices, and procedures. Xylem will keep records of the training provided.

Feedback process

The ultimate goal of Xylem is to meet and surpass customer expectations while serving customers with disabilities. We welcome any feedback regarding the way in which Xylem provides goods and services to persons with disabilities. Please send your comments to the following:

Christy Walsh, Human Resources Business Partner
300 Labrosse
Pointe Claire, QC H9R 4V5
Phone: 514-428-4853
Email: Christy.walsh@xylem.com

We will consider your comments carefully. Clients can expect to hear back as soon as possible or within a reasonable period of time.

MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of Xylem, that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.



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.

Last Updated: April 4, 2023