

## AODA Customer Service Policy & Feedback Process

### Providing Goods and Services to People with Disabilities

#### Statement of commitment

The Descartes Systems Group Inc., inclusive of any of its Canadian subsidiaries (“Descartes”), strives to be an inclusive community, focused on service excellence and treating all people in a way that respects their dignity and independence. Descartes is committed to meeting the needs of people with disabilities, in a timely manner, by working to prevent and remove barriers to accessibility and by meeting accessibility requirements under the Accessibility for Ontarians with Disability Act, 2005 (AODA).

The plan and policies set out or contemplated in this document apply to the offices and operations of Descartes which are located in Canada. In other jurisdictions other requirements or policies may apply.

#### Providing goods and service to people with disabilities

Our commitment is to do the following in accordance with applicable laws:

##### *Communication*

- Communicate with people with disabilities in ways that take into account their disability.

##### *Use of service animals and support persons*

- People with disabilities who are accompanied by a service animal are welcome on the parts of our premises that are open to third parties.
- Any person with a disability who is accompanied by a support person will be allowed to enter Descartes’ premises with his or her support person; however, support persons are subject to the same requirements as any other visitor. 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.

##### *Assistive devices*

- Persons with disabilities may use their own assistive devices, as required, when accessing goods or services provided by Descartes. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure appropriate access.
- Some of Descartes’ premises are multi-level premises, but may not be equipped with an elevator or escalator. Therefore, portions of our premises may only accessible by stairs. In the event that a customer with mobility issues attends at Descartes for a meeting, the meeting will be held on an accessible floor.

### ***Notice of temporary disruption***

Where a person with disabilities uses specific services or facilities to be able to access our goods or services and there is a temporary disruption of those facilities or services, we will provide notice of the temporary disruption. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. The notice will be provided to the customer at the time Descartes becomes aware of the customer's disability and related temporary disruption.

### ***Feedback process***

Descartes' goal is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in a suitable accessible format including in-person, by email, and/or by phone.

Feedback from customers, employees and the public regarding the way Descartes provides goods and services to people with disabilities can be made by a variety of accessible formats including, but not limited to:

Email: [HRNA@descartes.com](mailto:HRNA@descartes.com)

Phone: 519.746.8110 or 1.800.419.8110

Fax: 519.746.0289

Mail or in person: Attn: Human Resources, 120 Randall Drive, Waterloo, ON N2V 1C6

All feedback will be directed to VP, Human Resources. Customers, employees and the public can expect to receive an initial response within two business days.

Descartes will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Descartes will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information on our organization and its services in accessible formats or with communication supports. We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

***Further information***

Further information on our policy can be obtained by contacting our Human Resources department. Customers, employees and the public may request a copy of the policy from Human Resources. We will provide copies in a format that takes a person's disability into account.

Human Resources North America

**Phone:** (519) 746-8110

**Toll Free:** 1 (800) 419-8495

**Fax:** (519) 746-0289

**E-mail:** [hrna@descartes.com](mailto:hrna@descartes.com)

**Mail:**

Descartes Systems Group

Attn: Human Resources

120 Randall Drive

Waterloo, ON N2V 1C6