

ZEBRA CUSTOMER SERVICE ACCESSIBILITY GUIDELINES

Purpose

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act” or “AODA”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. The *Customer Service Standards* (the “Standards”) in the *Integrated Accessibility Standards* have been established under the Act to ensure goods and services are, where possible, equally accessible to every member of the public. Zebra has also adopted an Integrated Accessibility Standards Policy and Accessibility Plan specific to Ontario, affirming its commitment to compliance with AODA and its regulations. The purpose of this Zebra Customer Service Accessibility Guidelines (the “Guidelines”) is to document additional aspects of our compliance with AODA.

Commitment to Accessibility

Specifically, we at Zebra Technologies Canada, ULC (the “Zebra”) are committed to providing a barrier-free environment for our customers. The objective of these Guidelines (the “Guidelines”) is to ensure we meet the requirements of the Standards and promote the underlying core principles of the Act. We are committed to developing customer service guidelines, policies and practices that respect and promote the dignity and independence of people with disabilities.

Zebra strives to provide its goods and 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 goods and services as other customers and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Application

These Guidelines apply to all Zebra employees in Ontario, and all recipients and prospective recipients of Zebra’s goods and services in Ontario.

Core Principles

We endeavour to ensure that these Guidelines and related practices and procedures are consistent with the following four principles:

1. *Dignity*: Persons with a disability must be treated as valued customers as deserving of service as any other customer.
2. *Equality of Opportunity*: Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
3. *Integration*: Wherever possible, persons with a disability should benefit from our goods and services in the same or similar place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.
4. *Independence*: Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.



Policy

Zebra is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities as follows:

1. **Communication:**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff on how to interact and communicate with people with various types of disabilities.

2. **Emergency Information and Procedure:**

We are committed to providing customers with publicly available emergency information in an accessible way upon request.

3. **Communication Services:**

We are committed to providing accessible communication services to our customers.

We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. To contact Zebra customer support or obtain repair services, follow the instructions on this site: <https://www.zebra.com/us/en/about-zebra/contact-zebra/contact-tech-support.html>.

We will train staff to communicate with customers over email in clear and plain language and to use larger font sizes if required.

We will offer to communicate with customers by other means if telephone or email communication is not available or suitable to their communication needs, if meeting such requirements is practicable given, among other things, the availability of commercial software or tools.

4. **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 ensure that our staff, volunteers, other workers who provide goods, services or facilities on behalf of Zebra, and any persons who participate in developing Zebra policies are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Zebra products and solutions offer support for a wide range of accessibility features.

5. **Billing:**

We are committed to providing accessible bills, receipts and invoices to all of our customers. For this reason, such documents will be provided in the following formats upon request: hard copy, large print, e-mail. We will answer any questions customers may have about the content of the invoice in person and by telephone or e-mail.

6. **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. A person who is accompanied by a service animal will be welcome to keep the animal with them during their visit. We will also ensure that staff are properly trained in how to interact with people with disabilities who are accompanied by a service animal. If a service animal is excluded from our

premises by law, we will ensure that other measures are available to a person with a disability to obtain, use or benefit from our goods, services and facilities.

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 Zebra's premises 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.

If, in consultation with a person with a disability and in consideration of the available evidence, Zebra understands that a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises and there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises, Zebra may require that the person with a disability be accompanied by a support person when on Zebra premises.

7. Notice of Temporary Disruption:

Zebra will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. 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 may be placed at public entrances and service counters on our premises.

8. Training for Staff:

Zebra will provide training to all staff, volunteers, other workers who provide goods, services or facilities on behalf of Zebra, and any persons who participate in developing Zebra's policies.

Training will include the following:

- The purposes of the AODA and the requirements of the Standards, and Zebra's policies, practices and procedures relating to the Standards;
- 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 the assistive devices available on our premises; and
- What to do if a person with a disability is having difficulty in accessing Zebra's goods, services or facilities.

Training will be provided as soon as practicable after a person is hired or assigned to applicable duties and on an ongoing basis when changes are made to these Guidelines. Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Standards.



Zebra is committed to providing training to store staff on serving customers with disabilities and will document and report such training in compliance with the Act. Zebra will make available upon request a document that describes its training policy, summarizes the content of the training, and specifies when the training is to be provided.

9. Feedback Process:

Comments on our services to customers with disabilities are welcome and appreciated. Feedback regarding the way Zebra provides goods and services to people with disabilities, and about the accessibility of the feedback process itself, please direct all inquiries to the Zebra People Service Center at PeopleServiceCenter.com

Zebra will arrange for the provision of accessible formats and communication supports, as practicable, upon request.

10. Notice of Availability

Zebra will notify the public that our documents related to accessible customer service, are available upon request by posting these Guidelines Zebra’s premises.

11. Modifications to this or other Policies

We are committed to developing customer service policies that respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities. Therefore, no changes will be made to these Guidelines before considering the impact on people with disabilities.

12. Questions

These Guidelines exist to achieve service excellence to support customers with disabilities. If anyone has a question about these Guidelines, or if the purpose is not understood, please direct all inquiries to HRServiceCenter@zebra.com <https://www.zebra.com/us/en/about-zebra/company-information/compliance.html> or contact the HR Center at 855-244-4748.

These Guidelines are available in alternate formats, upon request.

Issuance and Revision History

VERSION	SUMMARY OF CHANGES	EFFECTIVE DATE	MANAGER
1	N/A	June 16, 2025	Rachel Fabugais, Senior Director Talent Strategy Partner