



Accessible Customer Service Policy

Primo Foods Inc. is committed to excellence in serving all Visitors including people with disabilities.

This Policy outlines our practices and procedures in relation to the provision of goods and services to people with disabilities. This Policy, and any modification hereof, is intended to respect and promote the dignity, independence, integration and equal opportunity for people with disabilities.

This Policy is applicable to all Primo Foods employees, contractors, volunteers and anyone that may interact with our guests on our behalf (including those of all of Primo Foods Inc.'s subsidiaries) in the provision of our goods and services.

This Policy is available on the Primo Foods website and in various accessible formats. If you would like to receive a copy of the Policy in an alternate format or a paper copy, please contact:

Primo Foods Inc:
Sonja Battaglia
Human Resource Administer
56 Huxley Road
North York, Ontario M9M 1H2
1 (800) 377-6945 ext. 314
sbattaglia@primofoods.ca



DEFINITIONS

"**Assistive Device**" is a technical aid, communication device or medical aid that is used to increase, maintain, or improve the functional abilities of people with disabilities, in seeing, hearing, speaking, mobility, walking, breathing, performing manual tasks, learning, working or self-care.

"**Disability**" includes physical, mental, learning or developmental disabilities, dysfunctions or disorders.

"**Guide Dog**" means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the *Blind Persons' Rights Act, 1990* (Ontario).

"**Service Animal**" means an animal that is a service animal for a person with a disability:

(a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

(b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

"**Support Person**" is a person who accompanies another person with a Disability in order to help with communication, mobility, personal care, medical needs or with access to goods or services.



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities:

Assistive devices

Visitors may use their own personal Assistive Devices while accessing Primo Foods goods or services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Due to our Safe Quality Food program, service animals are not permitted in the production/manufacturing areas.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for Visitors with disabilities Primo Foods will notify visitors promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed in the front lobby or the Primo Foods website, or by another method that is reasonable under the circumstances.



Training

Primo Foods will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

1. Office Staff
2. Managers
3. Supervisors
4. Sales Representatives
5. Other employees as required

Staff will be trained on Accessible Customer Service within 30 days after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard (*Serve-Ability: Transforming Ontario's Customer Service*)
- Primo Foods plan related to 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
- What to do if a person with a disability is having difficulty in accessing Primo Foods goods and services.

Staff will also be trained when changes are made to our accessible customer service plan.



Feedback process

Visitors who wish to provide feedback on the way Primo Foods provides goods and services to people with disabilities can provide feedback by e-mail or verbally.

All feedback, including complaints, will be handled by upper management. Visitors can expect to hear back within 5 business days.

Notice of availability

Primo Foods will notify the public that our documents related to accessible customer service are available upon request by posting a notice on our website.

Modifications to this or other policies

Any policy, practice or procedure of Primo Foods that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.