



SMUCKER FOODS OF CANADA



ACCESSIBLE CUSTOMER SERVICE - CANADA



COMPLIANCE	Policy Number:	COMC002
	Sponsor:	A.Calabretta
	Revision Number:	0
	Effective Date:	January 1, 2019



Purpose

Smucker Foods of Canada Corp. (“Smucker”, “The Company” or “we”) is committed to excellence in serving all of its customers, including customers with disabilities.

Smucker understands that obligations under the *Accessibility for Ontarians with Disabilities Act (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. Smucker is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Smucker will provide people with disabilities the opportunity to access our goods and services, and will ensure that our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

We will ensure that our employees and agents are trained and familiar with any assistive devices that may be used by customers with disabilities to access our goods, services or facilities.

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.

When we cannot easily identify that an animal is a service animal, we may ask the person to provide documentation (letter or form) from a regulated health professional that confirms the person needs the service animal for reasons related to their disability.

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 service or facilities for customers with disabilities, Smucker will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length, and a description of



alternative facilities or services, if available.

Any written notices will be posted at the Markham head Office, 80 Whitehall Drive.

Training for Staff

Smucker will ensure training is provided to employees, volunteers and others who deal with the public, customers or other third parties on its behalf and those who are involved in developing policies, practices and procedures with respect to the provision of goods and services.

All employees will be trained on accessible customer service within two (2) months of commencing employment with Smucker and the Company will keep a record of the training it has provided. Staff will also be trained when changes are made to our accessible customer service standard.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Smucker's policies related to the customer service standard
- How to interact and communicate with people with various types of disabilities, including what to do if an individual is having difficulty accessing Smucker's goods or services
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- An overview of the requirement of the employment standard

Smucker will also ensure that any third-parties who provide goods or services to the public or customers on our behalf have also received training on the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.

Notice of Availability of Documents

Smucker will notify the public that documents related to accessible customer service, are available upon request by posting a notice on all its Canadian websites.

Smucker will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.



Feedback Process

Smucker welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to customers.

Customers who wish to provide feedback on the way Smucker provides goods, services or facilities to people with disabilities can provide feedback in the following ways:

Call: 905-940-9600
Email: AODA_Feedback@jmsmucker.com
Mail: AODA Feedback
Smucker Foods of Canada Corp.
80 Whitehall Drive
Markham, ON L3R 0P3

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

All feedback will be directed to Human Resources. Customers can generally expect to hear back in 15 business days from receipt of feedback, if a response is required.

Complaints will be addressed according to our Company's regular complaint management procedures.

Modifications to this or other policies

Smucker will ensure that any of its policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.