

Customer service policy statement

Providing goods and services to people with disabilities

Commitment

Agricorp strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Agricorp is also committed to ensuring that customers with disabilities receive accessible goods and services with the same quality and timeliness as others do.

Providing goods and services to people with disabilities

Agricorp is committed to excellence in serving all customers including people with disabilities as we will carry out our functions and responsibilities in the following areas:

Communication

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services

We are committed to providing fully accessible telephone service 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.

We will offer to communicate with customers by mail, by e-mail, or in person if telephone communication is not suitable to their communication needs or is not available.

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 are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Invoices and payment statements

We are committed to providing invoices and payment statements to all of our customers in a format that meet their needs. For this reason, these statements will be provided in the following formats upon request:

- Hard copy
- E-mail
- By phone
- Large print

- Audio format
- Braille
- E-text

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

Use of 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. We will also ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Agricorp is 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 Agricorp's premises with his or her support person. However, the nature of our business requires Agricorp to deal with sensitive personal information. Agricorp will require the consent of our client to discuss their business dealings with a support person. Once this consent is received, no client with a disability who is accompanied by a support person will be prevented from having access to his or her support person while on our premises.

When support persons are required (e.g., sign language interpreters, real-time captioners, attendants) for Agricorp sponsored meetings, consultants or events, Agricorp will pay reasonable travel expenses upon request, in accordance with government travel and hospitality guidelines.

Notice of temporary disruption

Agricorp 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 will be placed at all public entrances and service counters on our premises.

Training of staff

- Agricorp will provide training to **all** employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided within the new employee orientation program curriculum and will occur prior to the new employee performance customer facing service.

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
- What to do if a person with a disability is having difficulty in accessing Agricorp's goods and services
- Agricorp's policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The goal of Agricorp is to meet customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Agricorp provides goods and services to people with disabilities can be made by:

- In person
- Telephone
- By mail
- E-mail
- On our website

All feedback will be directed to the Compliance Officer and the Senior Manager of Customer Experience. Customers can expect a response within 5 business days from receipt of the feedback.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedure. Complaints or concerns with the process can also be directed to our Senior Management via ethics@agricorp.com.

Modifications to this or other policies

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

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

Questions about this policy

This policy exists to achieve quality of service to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood or to receive a copy of this policy, please contact the Senior Manager of Customer Experience and/or the Compliance Officer of Agricorp.