

RICH PRODUCTS OF CANADA, LIMITED
POLICY AND PROCEDURE MANUAL

SUBJECT: Accessible Customer Service Plan		
DOC. #: HR-32	VERSION #: 2	PAGE #: 1 OF 4
DATE ISSUED: Dec. 20/23	SUPERSEDES: Dec. 17/14	APPROVED: Craig Wallace

INTRODUCTION

RICH PRODUCTS of CANADA, Ltd is committed to excellence in serving all customers including people with disabilities.

Our Policies and Procedures follow the Customer Service Standard that recognizes the rights of all persons to Dignity, Independence, Integration (except when alternative measures are necessary to meet the needs of people with disabilities) and Equal Opportunity.

ASSISTIVE DEVICES

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

SERVICE ANIMALS

We welcome people with disabilities but are unable to accommodate service animals. Under the Health Protection and Service Act, Regulation 562, s. 11

Every food premise shall be operated and maintained such that,

- (a) the premises are free from every condition that may,*
 - (i) be a health hazard,*
 - (ii) adversely affect the sanitary operation of the premises, or*
 - (iii) adversely affect the wholesomeness of food therein;*

Other accommodation may be provided, where applicable.

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COMMUNICATION

We will communicate with people with disabilities in ways that take into account 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 with no fees charged for the support person.

Support persons, if permitted into restricted area for an approved purpose, must review and sign the **Visitor/Plant Tour Confidentiality Agreement**.

Security should be notified of need to accommodate described persons.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, RICH PRODUCTS of CANADA, Ltd. will notify customers 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 at plant entrance and shipping and receiving docks.

Plant Security and Team Leaders will also be responsible for notifying any third parties, contractors or visitors that are scheduled to arrive at the plant during disruption.

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TRAINING

RICH PRODUCTS of CANADA, Ltd. will provide training to associates, management and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Security
- Team Leaders
- Management
- Administrative associates

Training will be provided to associates that interact with outside parties on a regular basis. Any new associates will receive training in orientation sessions.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's plan
- RICH PRODUCTS of CANADA, Ltd 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

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- How to use the (enter name of equipment or devices , e.g. TTY, wheelchair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities)
- What to do if a person with a disability is having difficulty in accessing (enter your goods and services organization)

Staff will also be trained when changes are made to this policy.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way RICH PRODUCTS of CANADA, Ltd provides goods and services to people with disabilities can leave a message with plant Security. Plant Security will file a report on your behalf.

All feedback reports will be directed to the Human Resources Generalist on site. Customers can expect to hear back in 10 working days from when the feedback was received.

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

MODIFICATION TO THIS OR OTHER POLICIES

Any policy of RICH PRODUCTS of CANADA, Ltd that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

COMPLIANCE

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A mandatory Compliance Report will be filed with Service Canada by a member of the HR department before the Compliance report deadline of each year.