



## **Accessibility: Customer Service and Supplier Interaction Policy and Procedure**

### **POLICY STATEMENT**

As set out in the Sysco Canada Accessibility Policy, Sysco Canada is committed to the objectives of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the *Ontario Human Rights Code*.

Sysco Canada will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

### **STAFF PROCEDURES & INSTRUCTIONS**

In accordance with the AODA and the Customer Service Standard requirements under the AODA, the following elements are cornerstones in providing accessible customer service and supplier interaction:

1. Sysco Canada associates will treat every individual with respect.
2. Courtesy and attention will be given to the needs of the individual. Associates will try to be flexible in meeting their customer’s and supplier’s needs.
3. Trained staff will apply their knowledge of accessibility resources in fulfilling requests in a timely manner or else present reasonable alternatives when requests cannot be immediately met.

Our “customers” are not only members of the public but also our corporate customers and other organizations and suppliers who receive or provide our goods and services who may have associates with disabilities.

### **GOODS & SERVICES**

Sysco Canada is committed to excellence in serving all customers and suppliers and will carry out our functions and responsibilities in the following areas:

#### Communication

Sysco Canada is committed to training staff on how to interact with people with various types of disabilities and will communicate with people with disabilities in ways that take into account their disability.

Staff will clearly communicate with customers and suppliers over the phone using plain language and speaking clearly and slowly.

We will offer to communicate with customers and suppliers by other means of communication that apply, e.g. e-mail if telephone communication is not suitable to their communication needs.

#### Assistive Devices

Sysco Canada is committed to ensuring that staff are trained and familiar with various assistive devices in order to help customers and suppliers with disabilities that use assistive devices.

Customers and suppliers are permitted to use their own personal assistive devices to access our goods and services.

### Service Animals and Support Persons

Sysco Canada is committed to training staff in order to welcome people with disabilities who are accompanied by a service animal (unless restricted by law) and/or support persons on the parts of our premises that are open to the public and other third parties. Service animals are not permitted in food processing or food preparation areas under the *Health Protection and Promotion Act Ontario*.

### Notice of Temporary Disruption

Sysco Canada will provide customers and suppliers with notice in the event of a 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. This notice will be placed at all public entrances and service counters and/or in locations where needed.

### Training for Staff

Sysco Canada will provide training to all associates who deal with the public and other third parties (e.g., corporate customers, suppliers, other organizations) and all those who are involved in the development and approvals of customer service and supplier interaction policies, practices and procedures.

Training will cover 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
- How to use the assistive devices
- What to do if a person with a disability is having difficulty in accessing goods and services
- Sysco Canada policies, practices and procedures relating to the customer service and supplier interaction standards.

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

### **FEEDBACK PROCESS**

Feedback including any complaints regarding the way Sysco Canada provides goods and services to people with disabilities can be made in person, by telephone, in writing, or by email at the below contact information:

Phone: (416) 234-2676

E-mail: [AODA@corp.sysco.ca](mailto:AODA@corp.sysco.ca)

Mailing address: 21 Four Seasons Place, Suite 400, Toronto ON, M9B 6J8 (Attn: AODA)

Individuals can expect to hear back within three (3) business days. The above contact information can also be used if you have a question about this procedure.

### **AVAILABILITY OF DOCUMENTS**

Documents relating to this Policy and Procedure and Sysco Canada's compliance with the AODA are available upon request. Documents can be provided in an accessible format upon request.

**Breach of the procedure is a serious matter, and could result in discipline up to and including termination of employment.**

**POLICY REVIEW AND REVISION**

This policy shall be reviewed every 5 years or more frequently as required by changes in legal, regulatory or Sysco requirements, or to correct identified deficiencies.

Executive Policy Owner:	Lead HRBP – International HR Foodservice Operations
Policy Owners:	HR
Prepared By:	Janice Miller
Effective Date:	January 2016
Policy Location:	Ontario
Version No.:	1
Reason for Revision:	Update
Revisions:	Supersedes policy dated September 2011