



Accessibility – Feedback Procedure

POLICY STATEMENT

As set out in the Sysco Canada Accessibility Policy, Customer Service Procedure and Multi-Year Accessibility Plan, 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.

FEEDBACK PROCESS

Sysco Canada recognizes that it is important for all its customers and suppliers to be able to provide feedback without limitations due to disability or illness. Without limiting any existing form of feedback and communication, members of the public, associates, customers and suppliers are entitled and welcomed to provide feedback in a manner that works with any restrictions they may have due to disability.

Sysco Canada welcomes feedback in person, by telephone, in writing, or by e-mail. Sysco Canada is open to any other kind of assistive technology, device or methodology, including the use of sign-language interpreters or text to voice/voice to text apps. Sysco Canada will cooperate with the person in finding a communication method that works with his or her restrictions.

If ordinary channels of feedback are unsatisfactory or you have further questions, please direct your concern in person, by telephone, in writing, or by email at the below contact information:

Phone: (416) 234-2676

E-mail: AODA@corp.sysco.ca

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

You can expect to hear back in 3 business days.

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.

Executive Policy Owner:	Lead HRBP – International HR Foodservice Operations
Policy Owners:	HR
Prepared By:	Janice Miller
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