



ACCESSIBLE CUSTOMER SERVICE POLICY FOR PERSONS WITH DISABILITIES IN ONTARIO

Saputo is committed to providing quality products and services accessible to all persons we serve in Ontario, including people with disabilities.

In compliance with the *Accessibility for Ontarians with Disabilities Act*, Saputo wishes to make available its Customer Service Policy:

OUR COMMITMENT

Saputo is committed to providing accessibility and equitable service to each of our diverse and valued customers and employees. We endeavour to ensure that our facilities, practices and procedures are accessible to all persons with disabilities and are committed to providing services in a manner that respects the dignity, equality of opportunity, integration and independence of persons with disabilities.

ACCESSIBLE MEDIUMS OF COMMUNICATION

Saputo strives to communicate with members of the public in a manner that is accessible. Mediums of accessible communication we currently employ include:

- Our website (www.saputo.com);
- Employees in our facilities trained in serving a wide range of customers, including persons with disabilities; and
- Third-parties acting on behalf of Saputo

COMMUNICATING WITH PERSONS WITH DISABILITY

Saputo also strives to communicate with persons with disabilities in a manner that takes into account the disability. Approaches for communication are set out in our training program under the *Accessibility for Ontarians with Disabilities Act*.

ASSISTIVE DEVICES

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Saputo's products and services. Exceptions may occur in situations where Saputo has determined that the assistive device may pose a risk to the health and/or safety of any person on the premises.

In these situations, Saputo will make reasonable efforts to offer a person with a disability other means to use and benefit from Saputo's products and services.

Where applicable, assistive devices owned and operated by Saputo will be available to assist persons with disabilities.

While visiting Saputo's facilities, it is the responsibility of the person with an assistive device to ensure that such device is operated in a safe and controlled manner at all times.



SERVICE ANIMALS

Where applicable, persons with disabilities may enter premises owned and/or operated by Saputo accompanied by a service animal and keep the animal with them in areas available to the public, provided the animal is not otherwise excluded by Company policy, applicable laws and regulations. In such cases, Saputo will make reasonable efforts to provide alternative arrangements.

If it is not readily apparent that the animal is a service animal, Saputo may request a letter from a physician or nurse confirming that the person requires the animal for reasons related to his or her disability. Alternatively, Saputo may require a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

While visiting Saputo's facilities, the person accompanied by a service animal must maintain care and control of the animal at all times.

In the event anyone on the premises is allergic to animals, Saputo shall make reasonable efforts to meet the needs of all individuals.

SUPPORT PERSONS

Where applicable, persons with disabilities may enter premises owned and/or operated by Saputo with a support person and have access to the support person while on the premises.

Saputo may require persons with a disabilities to be accompanied by a support person while on Saputo premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.

NOTICE OF TEMPORARY DISRUPTIONS IN SERVICES AND FACILITIES

Saputo is aware that persons with disabilities may use particular facilities or services provided by Saputo. However, temporary disruptions may occur occasionally.

In such cases, Saputo will make reasonable effort to provide notice of the disruption to the public, including:

- information about the reason for the disruption;
- its anticipated duration; and
- a description of any alternative facilities or services that may be available.

When such temporary disruptions occur, Saputo will provide notice by posting the information in visible places and/or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

TRAINING

Saputo will ensure that all persons to whom this Policy applies receive training as required by the *Accessibility Standards for Customer Service*. In addition, training will be provided on a continuous basis to all newly hired employees, where applicable.



The training will include:

- a review of the purposes of the *Accessibility for Ontarians with Disabilities Act* and requirements of the *Accessibility Standards for Customer Service*;
- a review of the Policy;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- what to do if a person with a disability is having difficulty accessing Saputo's premises and/or services; and
- information about the equipment or devices available on Saputo's premises that may help with the provision of products or services to persons with disabilities;

Training will be provided to all designated persons under the *Accessibility Standards for Customer Service* as soon as practicable after he or she is assigned the applicable duties, as well as on an ongoing basis as changes occur to Saputo's policies, procedures, and practices governing the provision of products or services to persons with disabilities.

Saputo's Human Resources department will keep records and relevant details of all training provided.

FEEDBACK

Saputo strives to provide an exceptional customer service experience. Saputo welcomes and appreciates feedback regarding the delivery of our products and services to persons with disabilities. Feedback can be provided in the following ways:

- Telephone: 1-800-387-7937;
- Mail: 101 Royal Group Crescent, Vaughan, Ontario L4H 1X9;
- Email: aoda@saputo.com; and
- Website: www.saputo.com

Feedback will be used to improve customer service. In addition, the author of the feedback will be provided with a response in the format in which the feedback was received. The feedback may outline actions deemed appropriate, if any.

NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS

Saputo shall notify persons to whom it provides products and services that this Policy required under the *Accessibility Standards for Customer Service* is available upon request and in a format that takes into account the person's disability. This notice may be given by posting the information in visible places, on Saputo's website (www.saputo.com), and/or by any other method that may be reasonable under the circumstances as soon as reasonably possible.