

Accessible Customer Service Policy and Procedure
Providing Goods and Services to People with Disabilities

1. Purpose

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) and Ontario Regulation 429/07 (the “Customer Service Standard”) High Liner Foods Inc (“High Liner”) has developed policies, practices and procedures for the provision of goods or services to people with disabilities (the “Policy”).

The Policy is guided by the fundamental principles underlying the Customer Service Standard, including independence, dignity, integration and equal opportunity. We are committed to ensuring that the requirements set out in the Act and the Customer Service Standard are rigorously observed.

2. Statement of Commitment

High Liner is committed to providing an accessible environment in which all individuals have equal access to High Liner’s goods and services in a way that respects the dignity and independence of people with disabilities.

3. Application

The Policy shall apply to every person who provides goods or services to members of the public and third parties (collectively “Customers”) in Ontario on behalf of High Liner, whether that person does so as an employee, independent contractor, agent, volunteer, or otherwise. The Policy shall also apply to every person involved in the development of policies, procedures and practices pertaining to the provision of goods and services to Customers by High Liner.

4. Procedures for Providing Goods and Services to People with Disabilities

High Liner is committed to excellence in serving all Customers, including people with disabilities, by removing barriers that might arise in the course of doing business as follows:

(a) Communication

When communicating with a person with a disability, we will take into account the particular individual’s needs and circumstances. Our employees, agents and contractors who communicate with Customers have been trained on how to interact with people with various types of disabilities in order to ensure we provide responsive and effective communication.

(b) Assistive devices

High Liner will permit the use of personal assistive devices by people with disabilities to obtain, use or benefit from our goods and services.

High Liner offers other measures that may assist our Customers while on site and we will ensure that our employees, agents and contractors are familiar with the various assistive devices that may be used by Customers including: elevators and wheelchair ramps.

(c) *Service animals*

High Liner shall accommodate the use of service animals by people with disabilities who are accessing our services and facilities, with the exception of areas restricted to animals under the *Health Protection and Promotion Act*, i.e., food production and preparation environments.

In cases where service animals are excluded from the premises by law, High Liner will provide alternate means for people with disabilities who require the assistance of a service animal to access our goods and services.

To be considered a service animal under this Policy, it must be readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability. Service animals are the direct responsibility of the person with a disability and should be kept in control at all times.

(d) *Support persons*

A person with a disability who requires the assistance of a support person will be allowed to enter all areas of those High Liner premises that are open to Customers with the support person. Support persons will be asked to follow the rules or requirements that are specific to the goods or services provided by High Liner. The person with a disability will not be prevented from access to the support person at any time while on our premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with the access to goods or services. The support person can be a paid support worker, volunteer, a friend or a family member.

(e) *Notice of temporary disruption*

High Liner will provide customers and other third parties with notice in the event of a planned or unexpected disruption in the facilities, assistive devices or services usually used by persons with disabilities. In all cases, High Liner will notify its Customers promptly by posting a notice that includes information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services that may be available. Notice of a service disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstances.

5. Training

High Liner will provide training to employees, agents and contractors who deal with Customers on behalf of High Liner. In addition, High Liner will provide training to persons involved in the development of policies, procedures and practices pertaining to the provision of goods and services to its Customers.

Training will cover the following:

- An overview of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- An overview of the requirements of the Customer Service Standard;

- Policies and procedures created by High Liner in accordance with the Customer Service Standard;
- How to communicate with persons with various types of disabilities;
- How to interact and communicate with, or otherwise assist, persons with disabilities who use assistive devices or who require the assistance of a service animal or support person;
- What to do if a person with disability is having difficulty accessing High Liner goods or services.

Training will be provided to each person as soon as practical after being assigned the applicable duties. Training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.

High Liner will keep a log of all the training it provides, documenting who was trained, on what and when.

6. Communication and Feedback process

Documentation that describes our accessibility commitments will be maintained on High Liner's website and provided to individuals, upon request, in a format that takes into account their disability and is mutually agreed upon with High Liner and the person requesting the documentation.

High Liner is committed to providing high quality goods and services to all of its Customers. We welcome feedback from individuals on how effectively we are accommodating people with disabilities in the provision of our goods and services. Feedback may be provided verbally, in writing, in electronic format, or through other methods, using the contract information set out below. If an individual wishes to be contacted about their feedback, he or she must provide his or her name and contact information.

High Liner will address complaints that arise through the feedback process in a timely manner.

7. Administration

If you have any questions or concerns regarding this Policy or its related procedures, please contact:

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