

# Accessible Customer Service Policy

## **POLICY STATEMENT**

SAVE-ON-FOODS LP MANITOBA (“SAVE-ON-FOODS”) is committed to providing goods and services to persons with disabilities in a way that is consistent with the principles of independence, dignity, integration and equal opportunity.

## **SCOPE**

This Accessible Customer Service Policy applies to the delivery of all goods and services by SAVE-ON-FOODS in the province of Manitoba. This policy applies to all SAVE-ON-FOODS employees who work in Manitoba, as well as third parties who provide goods, services or facilities on behalf of SAVE-ON-FOODS.

## **PURPOSE**

Our goal is to provide all customers, including those with disabilities, with the same opportunity to access and use SAVE-ON-FOODS' goods and services. If a barrier to accessing our goods and services cannot be removed, we will seek alternative ways to access the goods and services.

The following policies and practices are intended to meet the requirements of The Accessibility for Manitobans Act and its Customer Service Standards.

## **POLICY GUIDELINES**

### **Communication**

SAVE-ON-FOODS will communicate with customers with disabilities in ways that take their disability into account.

### **Assistive Devices**

Persons with disabilities will be permitted to obtain or use goods or services through the use of their own assistive devices. If an assistive device may pose a risk to health and safety of the customer or others on the premises, SAVE-ON-FOODS will accommodate the customer by providing an alternative where possible.

SAVE-ON-FOODS will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities when visiting our facilities.

### **Service Animals**

SAVE-ON-FOODS welcomes service animals that accompany people with disabilities. Service animals are free to access all areas of our premises that are open to the public except as otherwise disallowed by law.

If a service animal is excluded from the premises by law, then SAVE-ON-FOODS will ensure that other measures are made available to enable the customer with a disability to access or use the goods and services.

SAVE-ON-FOODS will ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

### **Support Persons**

Support persons that accompany someone with a disability are permitted the same access to our facilities as the person they are accompanying. Any person with a disability who is accompanied by a support person will be allowed to enter SAVE-ON-FOODS' premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on SAVE-ON-FOODS premises.

### **Notice of Temporary Service Disruption**

If any services to accommodate disabled customers are interrupted in a way that would limit them from gaining access to SAVE-ON-FOODS's facilities, goods or services, customers will be notified. Notice of the temporary interruption will be placed on SAVE-ON-FOODS' website and another conspicuous location, and include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

**Training**

To create awareness and ensure compliance, SAVE-ON-FOODS will provide customer accessibility training to all of its employees who work in Manitoba and provide goods or services, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of The Accessibility for Manitobans Act 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 support person.
- How to use personal assistive devices on premises to help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty accessing SAVE-ON-FOODS's goods and services.
- SAVE-ON-FOODS's policies, practices and procedures relating to accessible customer service.

Training will be provided during orientation and on an ongoing basis when changes are made to these policies, practices and procedures.

**Feedback**

All documents relating to accessible customer service will be made available, upon request, in a format that takes into account the customer's disability needs.

Customers may provide feedback about the accessibility of our goods, services and facilities by contacting SAVE-ON-FOODS's Customer Service using one of the following methods:

Phone: 1-800-242-9229

Email: [customerservice@saveonfoods.com](mailto:customerservice@saveonfoods.com)

SAVE-ON-FOODS will endeavor to respond to feedback requests within 2 business days.

**Administration**

The People department is responsible for the administration of this policy. If customers or employees have any questions regarding this policy, they may contact the People department at [askHR@saveonfoods.com](mailto:askHR@saveonfoods.com)

**YOUR RESPONSIBILITY**

It is your responsibility to be familiar with, understand and abide by the provisions of this policy. Failure to comply with this policy may result in disciplinary action ranging from a verbal reprimand to dismissal from employment or termination of contract, depending on the nature and severity of the violation and other circumstances.

\_\_\_\_\_  
Store Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Team Member's Name (please print)

\_\_\_\_\_  
Team Member's Signature

