Accessibility Standard for Customer Service

Accessible Customer Service Plan

Honouring the principles of independence, dignity, integration and equal opportunity for all.

Providing Goods and Services to People with Disabilities

Agrocrop Exports Ltd. (the Company) is committed to excellence in serving all customers, including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with accommodating disabled customers utilizing various assistive devices.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals, where permitted. No animals are permitted in the manufacturing area, including the Warehouse and Food Production areas.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises, where permitted. They will be required to be chaperoned by an employee at all times, for security reasons.

Notice of Temporary Disruption

The Company will promptly notify customers with disabilities in the event of a planned or unexpected disruption to services or facilities. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, when applicable.

Training

The Company will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.
All employees will be trained on the Customer Service Plan; company-wide.
This training will be provided to new hires within 2 weeks of initial start date (within the orientation/onboarding process) and when changes are made to the plan.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard
- The company's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with disabled people who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the company's goods and services

Feedback Process

Customers who wish to provide feedback on the way Agrocrop Exports Ltd. provides goods and services to people with disabilities can do so on through our website, by emailing their suggestions to hr@agrocropexports.com.

All feedback, including complaints, will be directed to Human Resources, and will be considered and resolved in a timely manner.
Customers can expect to hear back from HR within 2 - 3 business days.

Modifications to this or Other Policies

Any policy of Agrocrop Exports Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.