



Accessibility for Ontarians with Disabilities Act (AODA) – Accessible Customer Service Policy

Campbell Company of Canada is dedicated to providing an equitable environment for employees, customers, and visitors through opportunities for access and participation in all aspects of activities within our organization.

Scope:

In accordance with the Ontarians with Disabilities Act (ODA, 2001), Accessibility for Ontarians with Disabilities Act (AODA, 2005), Campbell Company of Canada is committed to ensuring that persons with disabilities have equal access to goods and services that allows them to benefit from the same services, in the same place and in a similar way as other customers, consumers, vendors and employees.

The intent of this policy is to ensure compliance with all applicable provincial legislation. In the event that there is a change in a body of legislation, the governmental act will supersede the provisions contained herein at all times.

Policy Provisions:

Campbell Company of Canada is committed to excellence in serving all customers, consumers, vendors and employees, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- We will provide alternative methods of communication and technology upon request as promptly as feasible.
- The individual department receiving a request for alternative format or communication will be responsible for contacting the Disability Manager to make the request, and sufficient lead time must be provided to facilitate the request.

2. Telephone Services

- We will train our staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- We offer to communicate with customers in person, by email, or writing if telephone communication is not suitable to their communication needs or is not available, or any other alternative format requested by the customer.

3. Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.
- We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- We will ensure that customers are able to use their personal assistive devices while on our premises.
- We will also ensure that our staff knows how to use the following assistive devices available on our premises for customers: Bell Relay Service, wheelchair and any other devices that may become available.
- We are committed to providing additional technology as required to ensure accessibility in accordance with AODA and all associated Regulations.



4. Billing

- We are committed to providing accessible invoices to all of our customers and will make every effort to provide alternative formats of invoices in a timely manner upon request.
- We will answer any questions customers may have about the content of their invoice in person, by telephone or email.

Other Provisions:

Integrated Disability Management Policy

Campbell Canada has a policy ensuring that employees with disabilities are able to access employment accommodations as required. This policy ensures access to these services is provided under the guiding principles of dignity, independence, integration and equality of opportunity.

1. Use of Service Animals and Support Persons

- We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- Service animals will not be allowed in those areas of the building where food products are prepared and produced. CFIA indicates those areas of our facility where service animals are not allowed are all GMP areas of the facility.
- We will make alternate arrangements for people with disabilities to enter those areas of our premises where a service animal is not allowed by law, by ensuring that the individual is accompanied by a support person and/or a staff member in those areas.
- We will ensure that all staff dealing with our customers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a support person will be allowed to enter Campbell Company of Canada's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

2. Notice of Temporary Disruption of Services

- Campbell Company of Canada will provide customers with notice in the event of a planned or unexpected disruption in the facilities usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description or alternate facilities or services, if available.
- Should there be a disruption of service the Infrastructure Team Lead is responsible for ensuring the notice will be posted as required: an email is sent to all employees and the notice is posted on CCTV throughout the building.
- The notice will be placed at all public entrances and service counters on our premises.

3. Training for Staff

- Campbell Company of Canada will provide training to all employees on our customer service policies, practices and procedures to the level of their involvement in providing customer service.
- All contracted services that provide service to Campbell Company of Canada and deal with the public or other third parties on our behalf, must provide documentation that their staff have been trained and they are in compliance with the Accessible Customer Service Regulation 429/07.



- Training will be provided to all employee groups of the organization, part-time, seasonal and contract employees who deal with the public and other third parties. This training will be provided as a condition of employment to all new staff as part of new employee orientation, and on an ongoing basis for staff to ensure all staff stay current with any policy or procedural changes as it relates to the Accessible Customer Service Regulation.
- Training is available in accessible formats and in multiple formats upon request.
- The training will include:
 - a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - b) How to interact and communicate with people with various types of disabilities.
 - c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
 - d) How to use the available assistive devices or equipment, available on the provider's premises or otherwise that may help with the provision of goods and services to people with disabilities.
 - e) What to do if a person with a disability is having difficulty in accessing Campbell Company of Canada's goods and services.
 - f) Campbell Company of Canada's policies, practices and procedures relating to the customer service standard including Best Practice Guidelines – see Appendix A below.

4. Feedback Process

- The ultimate goal of Campbell Company of Canada is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- Feedback regarding the way Campbell Company of Canada provides goods and services to people with disabilities can be made by contacting the Disability Manager via email at canada_accessibility@ca.campbellsoup.com and an individual can expect to have a response within 5 business days. Feedback can be provided by email, verbally or in person by setting up an appointment.

5. Modifications to this policy

- We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Campbell Company of Canada that does not respect and promote the dignity, independence, integration and equality of access for people with disabilities will be modified or removed.

6. Questions about this policy

- This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose of the policy is not understood, please refer them to the Disability Manager at Campbell Company of Canada.



Appendix A

Best Practice Guidelines for Accessible Customer Service

Planning Accessible Meetings:

- Requires advanced planning to ensure accessibility.
- Ask participants in advance to inform the meeting organizer of any accommodation needs.
- If a sign language interpreter is required, please contact the Disability Manager well ahead of the date of the meeting to make the arrangements.
- Prepare alternate formats if requested in advance of the meeting – contact the Disability Manager with requests for alternate formats well in advance.
- Ensure that the meeting is held at an accessible venue.
- It is a good idea to have at least five (5) copies of handouts in large print in case they are requested.
- Preparing uncluttered slides in plain language.
- In providing advance notice of a meeting that includes the use of accessibility symbols to signal what accommodations will be available (i.e. wheelchair access, interpreter, hearing amplification).

Producing Documents: Clear Print Design Standards – Canadian National Institute for the Blind (CNIB) Accessibility Guidelines

CONTRAST	Use high contrast colours for text and background Use black or dark blue on white or yellow background or vice versa
TYPE COLOUR	Printed material is most readable in black and white If using coloured text limit it to titles, headings or highlighted material
POINTSIZ	Bigger is better – keep your fonts large preferably between 12 & 18 points Consider your audience when choosing point size
LEADING	Leading is the space between lines of text and should be at least 25 – 30% of the point size to let readers move more easily to the next line of text Heavier typefaces will require slightly more leading
FONT FAMILY & STYLE	Avoid complicated or decorative fonts Choose standard fonts with easily-recognizable upper and lower case characters such as Arial and Verdana
FONT HEAVINESS	Opt for fonts with medium heaviness and avoid light type with thin strokes When emphasizing a word or passage, use a bold or heavy font. Italics or upper case letters are not recommended
LETTER SPACING	Don't crowd your text – keep a wide space between letters Choose a monospaced font rather than one which is proportionally spaced
MARGINS & COLUMNS	Separate text into columns to make it easier to read, as it requires less eye movement and less peripheral vision Use wide binding margins or spiral binding if possible Flat pages work best for vision aids such as magnifiers
PAPER FINISH	Use a matte or non-glossy finish to cut down on glare Reduce distractions by not using watermarks or complicated backgrounds
CLEAN & SIMPLE	Use distinctive colours, sizes and shapes on the covers of materials to make them easier to tell apart

Documents should be produced in more than one format i.e. pdf and .html as some people with disabilities may not be able to access pdf formats.



Language / Decorum:

- The term “persons with disabilities” is the appropriate terminology to use, and if a specific medical condition must be referenced, it should be referenced last i.e., person with low vision. The following are general tips that may make communication with or about people with disabilities more successful.
- Remember to put the person first - it is proper to say person with a disability, rather than disabled person or the disabled.
- Use the term disability or disabled, not challenged or handicapped or other outdated terms. Use of improper terms may convey insensitivity and disrespect to persons with disabilities.
- It is best to wait until an individual describes his/her situation to you and not make assumptions, many types of disabilities have similar characteristics and your assumption may be wrong.

Communication:

- Ask how you can help a customer and they will likely advise you as to the best way to communicate with them.
- When conversing with a customer with a disability speak slowly and clearly.
- Do not raise your voice or speak loudly.
- If the customer has a hearing disability – sit or stand directly in front of them while speaking and keep your hands away from your face.
- Ensure that communication takes place in an area with good lighting.
- When discussing confidential information do so in an area that is quiet and away from others to maintain the individual's privacy.
- If a customer has a support person with them, ask the customer for permission prior to discussing personal information in front of the support person.
- Be patient and allow customers with speech disabilities to get their message across to you if you do not understand what a customer has said to you, just ask them to repeat the information.
- If you think that perhaps a customer did not understand what you have told them, ask the customer if they understand.
- Keep pen and paper handy for communicating back and forth or for drawing/writing directions to accessible washrooms etc.
- If a customer does not understand you ask them if there is another way that they would like to have the information communicated i.e., written, drawn, etc.

Appendix B

Accessible Customer Service Procedure

Notification of Disruption of Services

When services that are usually available to persons with disabilities are not available on a temporary basis, notice must be provided to the public and other third parties through notices posted at the site.

Members of the public including people with disabilities may rely on facilities or services that allow them to access Campbell Company of Canada. Elevators and accessible washroom facilities are an example of an accessible service or facility. When such services or facilities are unavailable, notice of a disruption in service must be posted so that the public and other third parties that may access our facility are aware.

ADMINISTRATIVE PROCEDURE:

1. Responsibility:

The Infrastructure Team Leader will ensure that the public, other third parties and employees are notified when there is a disruption in services that may impact access to the services by people with disabilities.



2. How Must Notice Be Provided?

- Notice may be given by posting the information in a conspicuous place on the premises owned or operated by the provider of goods and services or by posting it on the company website or other such method that is reasonable under the circumstances.
- Providing notice in more than one format should be considered.
- At Campbell Canada notices will be posted at entrances to the facility. Further notice of disruption of services will be posted on Sharepoint Portal and CCTV.
- If the disruption is planned, then advance notice should be posted as soon as we are aware there will be a disruption. If the disruption is unplanned, then notice should be posted as soon as possible after the disruption.

NOTICE OF DISRUPTION IN SERVICES: *(A Separate Memo Template as below has been created)*

TO: Employees and Customers
RE: (indicate service that is affected)

Please be advised that (*_indicate facility or service that is unavailable_*) is temporarily out of service. This service will be available again on *_ (date/time) _*.

We apologize for any inconvenience this may cause.

The following alternate arrangements have been made:
(Identify specific arrangements if available, if not delete this sentence from notice)

If you have any questions or concerns, please contact the Disability Manger at 426-251-1117 x 8916 or via email at canada_accessiblity@ca.campbellsoup.com

Thank You,
(Insert signature)
Facilities Manager

Appendix C

Accessible Customer Service Procedure

Providing Feedback on Accessible Customer Service

Campbell Company of Canada know if the implementation of the Accessible Customer Service policy and procedures are effective by providing a process for receiving feedback on our services and responding to feedback that we receive in a timely manner and in a way that takes into account the individual's disability. Information about our process with respect to feedback will be made accessible to our customers and will be available in a number of formats to allow access to our customers with disabilities.

ADMINISTRATIVE PROCEDURE:

1. The Disability Manager will implement a process for providing feedback on Accessible Customer Service that takes into account:
 - Information on the Campbell Company of Canada website inviting customers to provide information regarding their experience with our organization as it relates to access to service for people with disabilities.



- Making printed information regarding customer feedback available at reception to allow people with disabilities to voice their concerns regarding accessible customer service at our organization. This information will also be available in accessible formats upon request.
- How Campbell Company of Canada will respond to feedback and the timeframe for response.

2. Methods of Feedback:

- a. Campbell Company of Canada will ensure that customers have a variety of ways in which to provide feedback regarding accessibility to our goods and services for people with disabilities.
- b. Feedback can be provided by telephone, email through our corporate website, in writing or verbally in person.
- c. The Disability Manager will be responsible for reviewing feedback and responding to the individual providing the feedback as per the Accessible Customer Service Policy.

Campbell Company of Canada Customer Feedback

Campbell Company of Canada is committed to providing services that meet accessibility standards for people with disabilities who use our facilities and services. Customer feedback is an important method of providing information with respect to how well we are providing accessibility to our customers. As such, we welcome and appreciate comments on our provision of goods and services

Feedback regarding the way Campbell Company of Canada provides services to people with disabilities can be conveyed by email to canada_accessibility@ca.campbellsoup.com, by telephone, in writing or in person by setting up an appointment.

All feedback will be directed to the Disability Manager.

Response to your feedback will be provided through direct response to the individual that provides the comments. This response will be provided within five (5) business days in a format that is accessible to the individual.