



**Business Group**

Mark "x" next to the box that represents which Arla Foods Business Group(s) this document applies to.

Arla Foods Business Group	Applies?
All Business Areas	X
Sales	
Finance	
Customer Service	
Marketing	
Production	
Quality	
Information Technology	
Maintenance	
Human Resources	
Other (Please specify here)	

Policy Approval	Date
<b>Originated by:</b> Norton Rose, Legal Counsel	Sept 2012
<b>Reviewed by:</b> Laura Fineberg, VP, HR	Sept 2012
<b>Approved by:</b> Laura Fineberg, VP HR	Sept 2012



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## 1. Purpose

- 1.1. To create a standard that will ensure persons with disabilities have equal access to Arla's goods and services.

## 2. Scope

- 2.1. This policy applies to all Employees of Arla Foods Canada, in accordance with the following Ontario legislation: *Accessibility for Ontarians with Disabilities Act, 2005* and the *Accessibility Standard for Customer Service*.

## 3. Responsibility

- 3.1. It is the responsibility of HR to develop policies, practices and procedures that will ensure persons with disabilities have equal access to the goods and services it provides and to ensure staff are trained on AODA. HR will review the policy annually for effectiveness.
- 3.2. It is the responsibility of Employees that interact with the public or other third parties (customers), on behalf of Arla Foods, to be aware of the AODA standard (policy) and participate in training.
- 3.3. It is the responsibility of the Customer Service Department to provide a copy of this policy to Customers on request and to receive feedback regarding the policy.
- 3.4. It is the responsibility of the Marketing Department to post the Customer Service Policy and Plan on Arla's website.

## 4. Definitions

- 4.1. **AODA** – Accessibility for Ontarians with Disabilities Act (Legislation for Persons with Disabilities)
- 4.2. **HR** – Human Resources
- 4.3. **Employee** – Any person that is employed by Arla Foods Canada
- 4.4. **AFC** – Arla Foods Canada
- 4.5. **Customers** – This includes not only the general public, but also employees of Arla Foods' corporate customers (e.g., buyers from stores to whom Arla Foods sells products).

## 5. Policy

### 5.1. General Policy Statement

- 5.1.1. Arla Foods Inc. ("Arla Foods") is committed to providing accessible customer service in a way that respects the dignity, equality and independence of people with disabilities. We are committed to compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Accessibility Standard for Customer Service*.
- 5.1.2. The Customer Service Policy and Plan (the "Policy and Plan") will be posted in our facilities and on our Company website, and, on request, available in a format that recognizes the disability of the individual requesting the policy.

### 5.2. Access

- 5.2.1. We are committed to giving people with disabilities the same opportunity, the same services, in the same place and in a similar way as other members of the public. We will ensure equality of access



by implementing this Policy and Plan and by considering requests for personal accommodations not already outlined in this Policy and Plan.

- 5.2.2.** Our goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities, taking into account the needs of those persons.

### **5.3. Communication**

- 5.3.1.** We will communicate with people with disabilities in ways that take into account their disability. To do this, we will teach Arla Foods employees who interact with our customers and members of the public how to interact and communicate with people with various types of disabilities. We will confirm that individuals employed by other companies and/or contractors providing services in Arla Foods' facilities have received such training through their employers.
- 5.3.2.** Requests by persons with disabilities for alternative methods of communication will be fulfilled as promptly as feasible.

### **5.4. Assistive Devices**

- 5.4.1.** We are committed to serving people with disabilities who use personal assistive devices to access our goods and services. We will teach Arla Foods employees:
- a. how to interact appropriately with individuals who use assistive devices; and
  - b. how to use assistive devices that are located in Arla Foods' facilities.
- 5.4.2** We will confirm that individuals employed by other companies and/or contractors providing services in Arla Foods' facilities have received such training through their employers.
- 5.4.3** Our employees will be available to help customers with disabilities navigate within our facilities as requested and/or as allowed by the individual using an assistive device, taking into consideration and respecting the dignity and independence of the individual.

### **5.5. Service Animals & Support Persons**

- 5.5.1.** We welcome people with disabilities who are accompanied by a service animal on the parts of our premises where service animals are allowed. Unless prohibited by law, the service animal may stay with the individual at all times.
- 5.5.2.** For health and food safety reasons, there are areas where service animals are not permitted, such as: our production floors and/or places or in circumstances where animals are excluded by law. Where a service animal is excluded by law, and with the permission of the person with a disability, our staff will help the individual to access our goods and services.
- 5.5.3.** Any person with a disability who is accompanied by a support person will be allowed to enter the company 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.

### **5.6. Notice of Temporary Disruption**

- 5.6.1.** We will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for disruption, its anticipated duration and alternative options for accessing our goods and services, if available. The notice will be posted conspicuously on the front door of the affected premises and on our company website.



- 5.6.2. Notices of temporary disruption in service at our call centre will be identified on our company website.
- 5.6.3. If the disruption is planned, the company will provide at least 48 hours' notice of the disruption and will post that notice on the front door of the affected premises.
- 5.6.4. A sample notice is provided at Appendix A and B.

## 5.7. Training

- 5.7.1. We will provide training to Arla Foods employees who interact and communicate with individuals accessing our goods and services. The goal of the training will be to ensure that our employees interact and communicate appropriately with individuals with various disabilities.
- 5.7.2. The employees who will receive training include: regular, part-time and temporary employees at our Customer Service Call Centre; regular, part-time and temporary employees at production facilities who interact with Arla Foods' customers or members of the public; management employees; and persons employed by Arla Foods who develop Arla Foods's policies, practices and procedures governing the provision of goods or services to members of the public or third parties.
- 5.7.3. Individuals employed by other companies and/or contractors providing services in Arla Foods' facilities will be trained through their employers.
- 5.7.4. Employees will be trained when they are hired or placed into a position where they interact with members of the public or our customers, and will be re-trained when changes are made to the Policy and Plan.
- 5.7.5. Records of all training provided under the Policy and Plan will be retained by Arla Foods' Human Resources Department.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service.
- Arla Foods' Policy and Plan.
- 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 a support person.
- What to do if a person with a disability is having difficulty in accessing our goods and services.

## 5.8. Feedback Process

- 5.8.1. We aim to meet and exceed our customer expectations in all ways, including when we provide service to customers with disabilities.
- 5.8.2. Our customers' feedback regarding the way our company provides goods and services to people with disabilities can be made by mail, e-mail and telephone. Feedback provided by diskette may be sent to the address set out below:

Arla Foods Inc.  
675 Rivermede Ontario  
Concord, Ontario  
L4K 2G9  
Phone – 905 669 9393  
Email - orderdesk\_canada@arlafoods.com

- 5.8.3. All feedback will be directed to Arla Foods' Customer Service Department. That department considers all feedback directed to it. Matters which require action on the part of Arla Foods will be referred to the appropriate manager.
- 5.8.4. A notice advising the public about Arla Foods' feedback process will be posted in each facility and on the Arla Foods website. A sample notice is shown on Appendix C.



5.9. Obtaining the Policy and Plan

5.9.1. To obtain a copy of the Policy and Plan, please contact Arla Foods' Customer Service Department by mail, e-mail or telephone at:

Arla Foods Inc.  
675 Rivermede Ontario  
Concord, Ontario  
L4K 2G9  
Phone – 905 669 9393  
Email - [orderdesk\\_canada@arlafoods.com](mailto:orderdesk_canada@arlafoods.com)

5.9.2. Arla Foods will provide the Policy and Plan in a format that recognizes the disability of the person requesting the Policy and Plan.

6. References

The following are referenced in this document:

Name	File Name
N/A	

7. Forms of Reference

(ie. Procedures, forms used, handbook page, etc.)

N/A

8. Change History

Update the following table each and every time this document is changed. Please be specific!

Date	Name	Change Description
Sept 2012	Laura Fineberg/Norton Rose	Created Policy



**9. Appendix**

Appendix A

Sample Notice of Temporary Disruption of Service - A

**Door Entrance & Exit Out of Service**

The entrance door at the \_\_\_\_\_ will be out of service from

**Day Month Year to Day Month Year  
for (insert reason for disruption)**

To access the building please use \_\_\_\_\_.

We apologize for any inconvenience.

Thank you.



Sample Notice of Temporary Disruption of Service - B

## Accessible Washroom Out of Service

The accessible washroom will be out of service from

**Day Month Year to Day Month Year  
for (insert reason for disruption)**

Please use the accessible washroom which is located at  
\_\_\_\_\_.

We apologize for any inconvenience.

Thank you.





Appendix C

Sample Notice on the Feedback Process

Dear Valued Customers,

We strive to improve accessibility for our customers with disabilities. We welcome your feedback. To share your comments, you may use any of the following contact information:

Arla Foods Inc.  
675 Rivermede Ontario  
Concord, Ontario  
L4K 2G9  
Phone – 905 669 9393  
Email - [orderdesk\\_canada@arlafoods.com](mailto:orderdesk_canada@arlafoods.com)

Thank you.

If you require an alternate method by which to communicate your feedback, please alert any member of our staff.

Management