



Ontario Accessibility Customer Service Policy Statement

It is the policy of Massilly North America to provide goods and services to persons with disabilities in a way that is consistent with the principles of independence, dignity, integration and equal opportunity. Massilly North America is committed to excellence in serving all customers, including people with disabilities. It will carry out its functions and responsibilities in the following areas:

1. Communication

Massilly North America will communicate with people with disabilities in ways that take into account their disability. It will train its employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

2. Assistive Devices

Massilly North America will ensure that its team members are trained and familiar with assistive devices that may be used by customers with disabilities.

3. Uses of Service Animals and Support Persons

Massilly North America is committed to welcoming people with disabilities who are accompanied by a support person on the parts of the company's premises that are open to customers. Massilly North America will ensure that its employees are properly trained in how to interact with people with disabilities who are accompanied by a support person. Due to food safety regulations, animals are not permitted on Massilly property. Contacting the office ahead of time to discuss possible accommodations is recommended for people who are normally accompanied by a service animal.

4. Notice of Temporary Disruption

Massilly North America will provide customers with notice in the event of a planned or unexpected disruption in the facilities used by people with disabilities. This notice will include information about the reason for the disruption and its anticipated duration. The notice will be placed at the Visitors' entrance.

5. Feedback

The ultimate goal of Massilly North America is to meet and surpass expectations while serving customers. Comments on its services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Massilly North America provides goods and services to people with disabilities can be made verbally, in person, or by phone, e-mail. All feedback will be directed to the VP, Human Resources. Customers can expect to hear back in ten business days.