

Accessible Customer Service (Canada-Based Employees Only)

Purpose:

This policy is intended to meet the requirements of Ontario Regulation 429/07 under the Accessibility for Ontarians Disabilities Act, 2005. It applies to the provision of goods and services to the public, not the goods themselves.

Scope:

1. All Salaried Full-Time Corby Spirit and Wine Limited employees
2. All Salaried Full-Time Hiram Walker & Sons Employees including those employees working for other Pernod Affiliates within Canada

Policy:

The Company and any of its affiliated, subsidiary and parent companies is committed to excellence in serving all customers including people with disabilities.

Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was created with the goal of developing standards that would improve accessibility for people with disabilities across the Province. The AODA allows the Provincial Government to develop specific standards of accessibility and to enforce them. The standards are made into regulations pursuant to the AODA.

Definitions

Assistive Device: is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Barrier: as defined by the Accessibility for Ontarians with Disabilities Act, 2005, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice.

Customer: includes customers, clients, vendors, suppliers, consultants and all third parties

Disability: as defined by the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness of hearing impediment, muteness of speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- A condition of mental impairment or a developmental disability

- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal: as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person: as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

Assistive Devices

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.

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. Service animals are allowed on the parts of our premises that are open to the public. Where service animals are excluded by law from our premise, alternative measures will be available to enable the person to access our goods and services.

Support Person

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

Notice of temporary disruption

In the event of a planned disruption to services or facilities for customers with disabilities, The Company will notify customers promptly. This 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, if available. The notice will be placed in the reception area. In the event of an unexpected disruption, notice will be provided as soon as possible.

Training for Staff

The Company and any of its affiliated, subsidiary and parent companies will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to staff as soon as practicable upon an individual being assigned the applicable duties.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Company and any of its affiliated, subsidiary and parent companies' policy related to 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.
- What to do if a person with a disability is having difficulty in accessing The Company's goods and services. Staff will also be trained when changes are made to our policy.

Feedback process

In order to properly assess the needs of persons with disabilities, the Company has created a feedback process and designated a member of staff as its AODA Compliance Officer.

Receiving Feedback

Feedback can be provided in accessible formats and with communication support upon request. For example, a person may provide feedback by contacting the AODA Compliance Officer in person, by mail, phone, or email. In addition, the Company has prepared a Feedback Form (See Schedule A). All feedback will be processed by the AODA Compliance Officer. All feedback will be kept in strict confidence and will be used to improve customer service.

Responding to Feedback

If the feedback raises serious concerns with respect to the delivery of goods, services, or facilities to persons with disabilities, the Company will provide a response to the concerns in a timely manner. The author of the feedback will be provided a response in the format requested (or the most appropriate format where no request was made) outlining actions taken. The Company shall make best efforts to respond to feedback within three (3) business days.

Notification

The Company will notify persons that it provides goods, services, or facilities to that this Policy and the feedback process contained herein is available on request.

Modifications to this or other policies

The Company and any of its affiliated, subsidiary and parent company is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no change will be made to this policy before considering the impact on people with disabilities. Any policy of The Company and any of its affiliated, subsidiary and parent company that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

SCHEDULE "A"
AODA FEEDBACK FORM

While you may provide us with Feedback in whatever format you deem appropriate, we have created this form as a guide to assist you in providing Feedback.

General Information

Name:	
Contact Information:	
Date of visit:	
Location you visited:	

Were you satisfied with our customer service?

Yes

No

Somewhat

Comments:

Were our staff courteous and accommodating?

Yes

No

Somewhat

Comments:

Did you experience any barriers when accessing our goods or services?

Yes

No

Somewhat

Comments:

Please identify what actions the Company can take to remove the barriers that you have identified above or otherwise make it easier for you to access our services.

Please list any other comments or concerns:

You may submit your feedback by any of the following methods:

- Email: by emailing the feedback form as an attachment to NA.Humanresources@pernod-ricard.com
- Telephone: by calling the company's People & Experiences department at 519-254-5171
- Standard Mail: by printing the feedback form and mailing it to:

Attention: AODA Compliance Officer
Hiram Walker & Sons Limited
2072 Riverside Drive
Windsor, Ontario
N8Y 4S5

Attention: AODA Compliance Officer
Corby Spirit and Wine Limited
225 King Street West, Suite 1100
Toronto, Ontario
M5V 3M2

- In person: by visiting the Company's office and dropping off the feedback form at the front reception area (note: a hard copy of this form is available at Gate 5 Security at Hiram Walker & Sons Ltd and the front reception area at Corby Spirit and Wine Limited)