

**CUSTOMER SERVICE POLICY:
THE ACCESSIBILITY FOR MANITOBANS ACT and THE ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES ACT**

PURPOSE: The goal of *The Accessibility for Manitobans Act* (the “AMA”) and *The Accessibility for Ontarians with Disabilities Act* (the “AODA”) is to achieve accessibility by preventing and removing barriers that may impede people in each jurisdiction from accessing goods and services available to citizens generally, including the obligation to make reasonable accommodations. Consistent with best practices, our goal is to provide accessible customer service to our customers by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. *Customer Service Standards* (the “Standards”) have been established under the AMA and the AODA to ensure goods and services are, where possible, equally accessible to every member of the public.

COMMITMENT TO ACCESSIBILITY: At the Canadian Canola Growers Association (CCGA), we are committed to providing a barrier-free environment for our customers. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the AMA, the AODA and the Standards and promote the underlying core principles of accessibility.

We are committed to developing customer service policies and practices that respect and promote the dignity and independence of people with disabilities. We are committed to identifying barriers that may impede individuals from accessing the services we provide and we will continue to seek to remove those existing barriers that we are responsible for so that all persons reasonably expected to seek to obtain, use or benefit from our services can do so.

The CCGA strives to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

CORE PRINCIPLES OF THE POLICY: We endeavour to ensure that the Policy and related practices and procedures are consistent with the following four principles:

Access: Persons should have barrier-free access to places, events and other functions that are generally available in the community;

Equality: Persons should have barrier-free access to those things that will give them equality of opportunity and outcome;

Universal design: Access should be provided in a manner that does not establish or perpetuate differences based on a person's disability;

Systemic responsibility: The responsibility to prevent and remove barriers rests with the person or organization that is responsible for establishing or perpetuating the barrier.

CCGA IS COMMITTED TO EXCELLENCE in serving all of our customers including those with disabilities and we will carry out our functions and responsibilities as follows:

1. Communication:

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

2. Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email, regular mail or facsimile if telephone communication is not suitable to their communication needs or is not available.

3. Assistive devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. Where applicable, we will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

4. 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. We will also ensure that all staff and volunteers and others dealing with the public 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 disability who is accompanied by a support person will be allowed to enter CCGA'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.

5. Notice of temporary disruption:

CCGA will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by customers. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be posted to CCGA website.

6. Training for staff:

Canadian Canola Growers Association (CCGA) is committed to providing training to CCGA employees who interact with our customers.

- CCGA will provide training to any employee who provides goods or services directly to the public or to another organization in Manitoba or in Ontario, as well as all employees who are responsible for, or participate in, the development or implementation of any portions of this policy and the Act.
- CCGA will provide training as soon as reasonably practicable upon the person being assigned to applicable duties.
- CCGA will also provide training where there are changes to the company's measures, policies, and practices regarding barrier-free access to goods or services.

Training will include:

- Instruction on how to interact and communicate with persons who are disabled and face barriers;
- Instruction on how to interact with persons who are disabled and face barriers who require the help of a service animal or support person and/or the use of an assistive device;
- The process and procedures, including the steps to take if a person with a disability is facing a barrier preventing them from accessing a good or service; and
- The Human Rights Code, the Act, and the Customer Service Standard Regulation of the applicable jurisdiction.

7. Feedback process:

Comments on the accessibility of our services are welcome and appreciated. Feedback regarding the way CCGA provides services to people with disabilities can be made:

- By email to: accessibility@ccga.ca
- By fax to: (204) 788 - 0061
- By telephone to: 18667452256 (Toll Free)
- In writing to: Accessibility Coordinator
- On our website by contacting us through our contact page

Accessible formats and communication supports are available on request. All feedback, including complaints, will be directed to the Accessibility Coordinator. Persons who provide us with feedback can expect to hear back from us within five (5) business days. The Accessibility Coordinator will document any resulting actions from feedback received.

8. Notice of Availability:

The Company will post documents related to accessible customer service to its website. Alternative formats of these documents can be available by contacting the Accessibility Coordinator.

9. Modifications to this policy:

We are committed to developing customer service policies that respect and promote the principles of access, equality, universal design and systemic responsibility for people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

10. Questions about this Policy:

This policy exists to achieve customer service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, questions may be directed to the Accessibility Coordinator. This policy is available in alternate forms, upon request.