



Kellogg Canada Inc. Accessible Customer Service Policy

Statement of Commitment

Kellogg Canada Inc. (“Kellogg”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the accessibility needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) and complying with the *Ontario Human Rights Code* (the “Code”).

Assistive Devices

We will ensure that employees who interact with our customers and consumers are trained and familiar with various assistive devices that may be used by persons with disabilities while they are visiting our premises or otherwise accessing our goods and 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.

Support Persons

In certain cases, Kellogg may, after consulting with the person with a disability to understand their needs, permit the person with a disability to be accompanied by a support person for the health or safety of the person with a disability or others on the premises, and if there is no other reasonable way to protect the health or safety of the person with a disability or others on the premises.

Services and Facilities for Persons with Disabilities

The following services and facilities are available to members of the public who visit our corporate offices in Mississauga, Ontario:

- two accessible parking spaces
- two accessible single-stall restrooms (one located on each floor)
- one elevator to travel between the first and second floors
- an accessible main entrance, with ramped access and push button door function

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to the services or facilities listed above, Kellogg will promptly post a notice in its reception area and in other conspicuous locations on its premises. 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.

Training

Kellogg will provide training on accessible customer service to employees, volunteers, and those who provide goods, services, or facilities on behalf of Kellogg. Training will also be provided to all persons who participate in the development of Kellogg policies, practices, and procedures. The training will be appropriate to the duties of employees, volunteers, and other persons.

Training will include:

- An overview of the *Act*, the *Code* as it pertains to people with disabilities, and the requirements of the customer service standard
- Kellogg's Accessible Customer Service Policy
- 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
- How to use equipment or devices available on Kellogg premises that may help with providing goods, services, or facilities to persons with disabilities
- What to do if a person with a particular type of disability is having difficulty accessing Kellogg's goods, services, or facilities

New employees will be trained within six months of their hire.

Training will occur on an ongoing basis and whenever changes are made to this policy, practices, and procedures.

Feedback Process

Members of the public who wish to provide feedback, including complaints, on the way Kellogg provides goods and services to people with disabilities can contact our Consumer Affairs department in any of the following ways:

- Phone: 1-888-876-3750 (Monday - Friday, from 8:30 AM to 4:30 PM Eastern Time)
- Mail: Kellogg Canada Inc., 5350 Creebank Rd., Mississauga, ON L4W 5S1
- Email: by visiting https://www.kelloggs.ca/en_CA/contact-us.html

Kellogg will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request. Kellogg will notify the public about its feedback process on its website and in the reception area of its premises. Feedback, including complaints, about the manner in which Kellogg's provides goods, services, or facilities to persons with disabilities will be directed to the Consumer Affairs department. The Consumer Affairs department will respond to complaints within 15 business days.

For More Information

For more information on this accessibility policy, or to request accessible formats and communication supports of this document for persons with disabilities, please contact Kellogg by any of the methods listed above.

Modifications to this or Other Policies

Any Kellogg policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.