



Kellogg Canada Inc. Accessible Customer Service Plan

Kellogg Canada Inc. (“Kellogg”) is committed to excellence in serving all customers and consumers, including people with disabilities.

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

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our 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 disruption

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. 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 for employees

Kellogg will provide training to employees who interact with customers and consumers.

Given their interaction with customers and consumers, all members of the following Kellogg departments will be trained: sales, marketing, customer logistic services and

consumer response. Training will also be provided to all employees who influence the development of Kellogg's policies, practices and procedures.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Kellogg's Accessible Customer Service 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 while visiting our premises or otherwise accessing our goods and services

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

Employees will also be trained when changes are made to this plan.

Feedback process

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

- by phone, at 1-888-876-3750 (Monday – Friday, from 8:30 AM to 4:30 PM Eastern Time)
- by mail, at Kellogg Canada Inc., 5350 Creebank Rd., Mississauga, ON L4W 5S1
- by email, by visiting <http://www2.kelloggs.ca/ContactUs.aspx>.

All feedback will be addressed according to Kellogg's regular consumer response procedures.

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.