

## Procedure for Addressing Feedback and Requests from Customers for Accommodation

### Purpose

- 1.1. To ensure that any and all customers with a disability are treated in a way that is consistent with the principles of independence, dignity, integration and equal opportunity in accordance with Samuel, Son & Co., Limited's ("Samuel") Accessibility Policy. The purpose of this procedure is to set out the process established by Samuel to respond to any feedback or requests from customers with disabilities for accommodation.

### Scope

- 2.1. This procedure applies to all Samuel facilities in the Province of Ontario.

### Procedure

- 3.1. Customers who wish to provide feedback regarding the provision of services or require accommodation can make arrangements by speaking with or otherwise communicating with their contact at Samuel or by contacting the **Vice President, Human Resources** (905-279-5460) or the **Samuel Safety Team** (by email at [safetydepartment@samuel.com](mailto:safetydepartment@samuel.com) or by telephone at 1-800-565-4826).
- 3.2. Samuel staff who receive feedback or a request from a customer for accommodation should promptly acknowledge receipt of the request (verbally or in writing) and promptly contact the **Vice President, Human Resources** (905-279-5460) or the **Samuel Safety Team** (by email at [safetydepartment@samuel.com](mailto:safetydepartment@samuel.com) or by telephone at 1-800-565-4826). The Corporate Director, Health & Safety, is responsible for reviewing and liaising with the appropriate departments and personnel within Samuel (including legal and HR) and coordinating the appropriate response (which may include amending Samuel processes and procedures).
- 3.3. Samuel will respond to the feedback in a timely manner. Samuel will provide or will arrange to provide reasonable accommodations, when requested, in a timely manner. In determining the suitability of an accessible format or communication support, Samuel shall consult with the customer making the request. Customers may use their own assistive devices to access our facilities.
- 3.4. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the General Manager of the impacted Samuel site 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 at the affected location or site.