

## Subject: Customer Service Accessibility

**Date Issued:** March 2014

**Application:** This document applies to George Weston Limited (“GWL” or the “Company”).

### 1.0 Purpose

This document affirms the Company’s commitment to providing goods and services to persons with disabilities in a way that respects their dignity, independence, and rights of equal opportunity and access.

### 2.0 Definitions

- i. “AODA” means Accessibility for Ontarians with Disabilities Act, 2005 and its regulations.
- ii. “Persons with Disabilities”- refers to any person with a disability as defined under the Canadian human rights legislation.
- iii. “Policy” – refers to the Customer Service Accessibility Policy of the Company.

### 3.0 Scope

GWL has a Customer Service Accessibility Policy. The Policy applies to George Weston Limited. Weston Foods and Loblaw Companies Limited have separate policies.

### 4.0 Our Commitment

GWL 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 identifying and removing barriers to accessibility and meeting the requirements under the AODA.

### 5.0 Training and Education

GWL provides training to employees and other staff who interact with the public and those who provide services on the Company’s behalf. Training is provided in a way that best suits the duties and responsibilities of those being trained.

### 6.0 Feedback Process

GWL welcomes feedback about how it provides goods or services to Persons with Disabilities. Members of the public may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or electronic format. Please see “8.0 Contact Information” below.

GWL will acknowledge all feedback received, provided contact information has been provided, and advise the person providing feedback of any actions taken by the Company in response to the feedback.

## **7.0 Availability of Documents**

The Policy and GWL related practices and protocols will be made available to any member of the public upon request.

## **8.0 Contact Information**

Email: [gwl.accessibility@weston.ca](mailto:gwl.accessibility@weston.ca)

In Person/Mail: Human Resources  
800-22 St. Clair Avenue East  
Toronto, ON  
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