



Manitoba Accessible Customer Service Policy

May 2022

STATEMENT OF COMMITMENT

Bunge Canada (“**Bunge**” or the “**Company**”) is committed to providing accessible customer service consistent with the principles of dignity, independence, integration and equal opportunity for people with disabilities, as set out in the Accessibility Standard for Customer Service under *The Accessibility for Manitobans Act*.

This policy applies to all employees.

1. The Provision of Good and Services to Persons with Disabilities

Policy Statement:

Bunge will make every reasonable effort to provide its goods and services to persons with disabilities in a way that respects their dignity and independence and provides them with the same opportunity to access our goods and services at the same time in the same place and manner as other customers.

Practices and Measures:

Bunge aims to:

- ensure barrier-free access to its goods, service and facilities and maintain accessibility features so they can be used as intended;
- provide all persons with disabilities with goods and services of the same or similar value and quality;
- allow persons with disabilities to do things in their own ways and at their own pace when accessing goods and services, as long as this does not present a safety risk;
- use alternative methods when possible to facilitate access to the same services, in the same place and in a similar manner;
- take into account individual needs when providing goods and services; and
- communicate in a manner that takes into account the person's disability and informs individuals that information is available in alternate formats.

2. Assistive Devices

Policy Statement:

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Bunge.

Practices and Measures:

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be considered to access the goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators

are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

3. Support Persons

Policy Statement:

If a customer with a disability is accompanied by a Support Person, Bunge will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the Support Person.

A “Support Person” means, in relation to a person with disabilities, a person who accompanies the person to

- (a) support the person obtaining, using or benefiting from a good or service provided by an organization; or
- (b) assist the person in addressing his or her communication, mobility, personal care or medical needs.

Practices and Measures:

There may be times where seating and availability prevent the customer and Support Person from sitting beside each other. In these situations Bunge will make every reasonable attempt to resolve the issue.

In the event confidential information may be discussed, Bunge will seek consent from the person with a disability prior to the discussions taking place.

4. Service Animals

Policy Statement:

A person with a disability who is accompanied by a Service Animal will be allowed access to premises that are open to the public unless otherwise excluded by law.

A “Service Animal” means an animal that has been training to provide assistance to a person with disabilities that relates to that person’s disability.

Practice and Measures:

A person with a disability who is accompanied by a Service Animal will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

If a Service Animal is excluded by law, Bunge will offer alternative methods to enable the person with a disability to access goods and services, where possible (for example, securing the animal in a safe location and offering the guidance of an employee).

If it is not readily apparent that the animal is being used for reasons relating to a person's disability, Bunge may request verification from the customer such as:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized Service Animal training school.

The person who is accompanied by Service Animal is responsible for its maintenance, care and control at all times.

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal that may impede its operations or the health and safety of its employees or visitors, Bunge will make all reasonable efforts to meet the needs of all individuals.

5. Notice of Disruption in Service

Policy Statement:

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Bunge. In the event of any temporary disruptions to facilities or services that persons with disabilities rely on to access or use Bunge's goods or services, reasonable efforts will be made to provide with as much advance notice as possible. In some circumstances, such as unplanned temporary disruptions, advance notice may not be possible.

Practice and Measures:

When disruptions occur Bunge will post prominent notices at its premises, on its website, and/or by any other means reasonable under the circumstances.

The notice will identify the following information, unless it is not readily available or known:

- the facilities or services that are disrupted or unavailable;
- reason for the disruption;
- anticipated duration; and
- a description of alternative services or options.

If requested, we will work with customers to find other ways to provide goods and services.

6. Feedback Process

Policy Statement:

Bunge welcomes and responds to feedback we receive on the accessibility of our goods and services. Bunge documents the actions we take to respond to the feedback we receive, and that information is available on request, in an accessible format.

Practice and Measures:

Customers who wish to provide feedback can email, call or verbally provide feedback in person. Employees will accommodate the feedback process to meet individual customer's needs. All

feedback will be directed to the Human Resources department. Customers can expect to hear back in 7 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Bunge welcomes any feedback on the provision of its goods or services. Feedback may be submitted in person, by mail, email, and fax or by telephone at:

55035 SH 825, Sturgeon County, AB T8L 5G3
Attention: Carla Gammond
HR Manager
Carla.Gammond@bunge.com
Phone: 587-340-3133
Fax: 780-997-3970

Feedback forms are available upon request. Bunge will review the feedback and endeavours to provide a response in a timely manner.

7. Training

Policy Statements:

Bunge provides training on accessible customer service to our employees who provide goods and services to the public or other organizations.

Practices and Measures:

Bunge provides training on:

- how to interact and communicate with people who face barriers to accessing goods and services, use assistive devices, are assisted by a support person and/or are assisted by a service animal;
- how to use any equipment or assistive devices that are available on-site;
- an overview of *The Accessibility for Manitobans Act*, *The Human Rights Code* (Manitoba), and the *Customer Service Standard*;
- what to do if a person with disabilities is having difficulty accessing a good or service; and
- our organizational policies, practices and measures, including updates or changes.

Training is provided to new employees as soon as reasonably practical after the employee begins performing customer service duties and whenever there are changes to Bunge's policies and practices respecting accessibility.

8. Keep a written record of accessibility and training policies

Policy Statements:

Bunge keeps a written record of our accessibility and training policies, including a summary of training material and when training is offered.

Practices and Measures:

Bunge informs the public that our accessibility and training policies are available in the following ways:

- posted on our website;
- posted at our building entrance and/or in high traffic areas; and
- included in posters, brochures, pamphlets and/or advertisements.