



**PEPSICO**  
CANADA



Tropicana



## PepsiCo Canada Customer and Consumer Service Statement for Ontario and Manitoba

### Customer and Consumer Service Philosophy

PepsiCo Canada's goal is to deliver exceptional customer and consumer service. We endeavour to service our customers and consumers in a manner that reflects the principles of dignity, independence, integration and equal opportunity. Our commitment is to provide all customers and consumers, including those living with disabilities, the same opportunity to access our goods and services and benefit from those goods and services in the same place and in a similar way. In doing so, we will identify barriers to accessible customer service, try to remove the barriers, and where this is not reasonably possible, we will seek to provide alternate ways to access our goods or services, and we will try to prevent new barriers from being created.

### Guiding Principles

The following guiding principles clarify expected attitudes and behaviours in daily work life with customers, consumers and each other:

- **Respect:** Each of us will demonstrate honesty, integrity and belief in people.
- **Ownership:** Each of us is accountable for creating an environment that contributes to the success of our customers, consumers and each other.
- **Collaboration:** Each of us has an important role in working together for a common purpose.
- **Continuous Improvement:** Each of us is committed to ongoing improvement in all we do to anticipate and exceed needs as they evolve.

### Providing Goods and Services to People with Disabilities

- **Communication:** We will communicate with people with disabilities in ways that take into account their disability.
- **Telephone Services:** We are committed to providing fully accessible telephone interface to our current and potential customers and consumers.
- **Assistive Devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services and as such, customers are free to use their personal assistive devices in any PepsiCo Canada environment. PepsiCo Canada offers other measures that may assist our customers while on site and we will ensure that our staff is familiar with the various assistive devices that may be used by customers including: elevators, escalators, wheelchair ramps and automatic doors. Assistive devices for access to specific services shall be kept in good working order and our customers shall be informed of their availability.

- **Billing:** We are committed to providing accessible invoices to all of our customers. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.
- **Documentation:** All published documents can be available in hard copy, large print and email if requested. All documents will be made available in accessible formats or with communication supports upon request, following consultation with the person making the request.

### **Service Animals**

PepsiCo Canada employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing our services and facilities, with the exception of areas restricted to animals under law or PepsiCo policies, for example, food preparation environments. For those restricted areas, PepsiCo Canada will provide an acceptable alternative assistive device for people relying on service animals, as defined by provincial law.

### **Support Persons**

Where a person with a disability is accompanied by a support person, PepsiCo Canada staff, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises. A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with the access to goods or services. The support person can be a paid support worker, volunteer, a friend or a family member.

### **Notice of Temporary Disruption**

PepsiCo Canada will provide affected customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities for barrier-free access to our goods or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notice of a service disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstances.

### **Training**

PepsiCo Canada is committed to implementing a process to ensure that all employees and third-party contractors who provide goods, services and facilities on PepsiCo Canada's behalf, and persons participating in the development, approval or implementation of PepsiCo Canada's policies, are provided with appropriate training on the requirements of the Accessibility for Ontarians with Disabilities Act ("AODA"), Accessibility Standards for Customer Service, the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable, The Accessibility for Manitobans Act ("AMA"), The Customer Services Standard Regulation and the Manitoba Human Rights Code.

PepsiCo Canada's training materials currently provide direction and instruction about the following matters:

- Purposes and requirements of the applicable legislation
- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- What to do if a person with a particular type of disability is having difficulty accessing PepsiCo Canada's goods or services from us.

PepsiCo Canada has conducted and continues to refresh training regarding the Ontario Human Rights Code, the Accessibility Standards for Customer Service, as well as to include the AODA's IASR obligations, the AMA, The Customer Service Standard Regulation and the Manitoba Human Rights Code. More particularly, these actions include:

- Establishing an internal committee responsible for developing appropriate training
- Ensuring that this training is provided in a timely manner
- Keeping and maintaining a record of the training provided, including training dates and the number of individuals to whom it was provided
- Ensuring that training is provided on any changes to the prescribed policies or our practices on an ongoing basis

### **Communication and Feedback Process**

Documentation that describes our accessibility commitments, including this Customer and Consumer Service Statement, will be maintained on PepsiCo Canada's website (<http://pepsico.ca/en/Accessibility.html>) and provided to individuals in an accessible format, upon request. Any comments, questions or concerns regarding the way in which PepsiCo Canada provides goods and services to persons with disabilities or about the effectiveness of our feedback process are welcome and appreciated, and can be shared/directed through our website, by email, by phone or via regular mail, as described in PepsiCo Canada's Accessible Feedback Policy. The feedback process is accessible to persons with disabilities through the provision of accessible formats or communication supports upon request, following consultation with the person making the request. PepsiCo Canada's Consumer Relations/Response teams will thoroughly review all customer and consumer feedback, investigate its relevance to our Customer and Consumer Service Policy and to our accessibility commitments, take steps to rectify any gaps in our delivery of goods and services, document these steps and make the documentation available on request. Any customer or consumer who submits a complaint will be contacted by a representative of PepsiCo's Consumer Relations/Response team within 10 business days of its receipt of the complaint.

### **Questions Concerning This Policy**

Any specific questions about this policy should be referred to your PepsiCo Canada sales representative or PepsiCo Canada's Consumer Relations/Response teams, as applicable.