



Accessible Customer Service Policy

Objectives

The purpose of this Policy is to establish how Advantage Solutions ("Advantage" or "the Company") will provide access to goods or services to the public including persons with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with *The Accessibility Standards for Customer Service, Ontario Regulation 429/07* (the "Customer Service Standard") under the *Accessibility for Ontarians with Disabilities Act* ("AODA").

Policy Statement

Advantage Solutions recognizes the importance of:

- Providing access to goods and services to persons with disabilities;
- Openly communicating and responding to the needs of persons with disabilities in order to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA.

Application

This Policy applies to all Advantage employees, agents and contractors, including but not limited to senior management, managers, supervisors, full-time employees, part-time employees, off-site employees, in-store employees, telephone support employees, website support staff, students, apprentices and volunteers ("Employees, Agents and Contractors").

Communication

Employees, Agents and Contractors will communicate with persons with disabilities in a manner that takes into account their disabilities. Employees, Agents and Contractors will consider how a person's disability may affect the way that he or she expresses, receives or processes communications and, where possible, they will ask the person with a disability how to best communicate with him or her.

Assistive Devices

Assistive devices that may be used by persons with disabilities will be welcome on Company premises open to the public or other third parties, including but not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards. The Company will take steps to ensure that Employees, Agents and Contractors are familiar with such assistive devices.

Service Animals

Advantage welcomes guide dogs or other animals that serve persons with disabilities in those areas of Company premises that are open to the public or other third parties and will permit persons with disabilities to keep the service animal with him or her, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, the Company will provide the applicable person with a disability with an alternative method of obtaining, using or benefitting from its goods or services.

Support Persons

Advantage welcomes persons who support individuals with disabilities to accompany them onto Company premises open to the public or other third parties. The Company will ensure that persons with disabilities who so require have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the person with a disability. Support persons will be asked to follow any rules or requirements that are specific to the goods or services provided by the Company. The Company will seek the consent of the person with a disability before any confidential information in respect of the individual is discussed in front of the support person. In some instances, support persons, may be asked to sign a Confidentiality Agreement. The Company will require a support person to accompany a person with a disability when on the premises when it determines that such an arrangement is necessary to protect the health and safety of the individual or that of others on the premises.

Temporary Unavailability of Access to Goods or Services for Persons with Disabilities

In the event that a facility, service or system offered by the Company to persons with disabilities is expected in advance to become temporarily unavailable, in whole or in part, the Company will provide advance notice of the disruption on its intranet, website, at the entrance to its premises and by the service or facility, at a reasonable time in advance of the disruption and during the disruption. If the disruption is unexpected, the notices will be provided as soon as the anticipated disruption becomes known to the Company. The notices will:

- Explain the reason for and anticipated length of the disruption , and
- Provide a description of and indicate the location of an alternative facility or service that is accessible to persons with disabilities, if available.

Employee, Agent and Contractor Training

All Employees, Agents and Contractors who interact with persons with disabilities on the Company's behalf or who are involved in developing Company policies, practice and procedures on the provision of goods and services will:

- Be provided with an overview of the AODA and the Customer Service Standard;
- Be trained how to interact, communicate and assist people with disabilities, including, people with assistive devices and those who require assistance of a guide dog, service animal or support person;
- Be made aware of the policies and procedures created by the Company in accordance with the Customer Service Standard;

- Be trained how to help a person with a disability who is having difficulty accessing the Company's goods or services.

This training will also be provided on an ongoing basis as soon as practicable:

- To Employees, Agents and Contractors who are assigned duties that include interaction with persons with disabilities on the Company's behalf or who are involved in developing Company policies, practices and procedures on the provision of goods and services; and
- Whenever Company policies change with respect to customer service accessibility for persons with disabilities, to all Employees, Agents and Contractors who interact with persons with disabilities on the Company's behalf or who are involved in developing Company policies, practices and procedures on the provision of goods or services.

The Company will keep a log of all of the training it will provide documenting who was trained, on what and when.

Public Access to This Policy and Related Documents

The Company will provide persons with disabilities a copy of this Policy and all related documents upon request, in a format that takes into account their needs due to disability.

Feedback Process

Advantage invites feedback on the way that it provides goods or services to persons with disabilities. All Feedback will be addressed in a timely manner. Those who wish to provide such feedback are encouraged to do so:

- In person;
- By telephone;
- In writing; or
- By email

All feedback will be directed to:

Human Resources Department
Advantage Solutions
160 McNabb Street, Suite 330, Markham, Ontario L3R 4B8
[Tel] 1.905.475.9623
Info@asmnet.com