



Accessibility for Ontarians with Disabilities Act Customer Service Policy

Whole Foods Market is committed to meeting its current and ongoing obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards, along with the Ontario Human Rights Code. Whole Foods Market is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may reasonably use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, reasonable accommodations will be offered to ensure the person with a disability can access our goods, services, or facilities.

Communication

We strive to communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, except in instances where another law prohibits service animals from accessing certain areas.

A service animal can be identified through visual indicators, such as when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our Team Members may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will discuss with the customer another way of providing goods, services or facilities in order to ensure that people with disabilities can access them.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises, to the extent consistent with all federal, provincial, and local laws.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Whole Foods Market endeavors to 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.

Training

Whole Foods Market will provide accessible customer service training to all active Team Members in Ontario.

Team Members will be trained on accessible customer service within 14 days after being hired. Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Whole Foods Market's policies related to the customer service standard
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing Whole Foods Market's goods, services or facilities

Team Members will also be trained when changes are made to our accessible customer service policies.

Whole Foods Market will ensure that other businesses that have been approved to provide goods and services to our customers with our locations have a training plan for their employees.

Feedback process

Whole Foods Market welcomes feedback on how we provide accessible customer service. Customers who wish to provide feedback on the way Whole Foods Market provides goods, services or facilities to people with disabilities can provide feedback in the following way(s): in person to Store Team Leadership at any of our Ontario stores; online via our [Contact Us](#) webpage; or via telephone by contacting our Customer Care team at 1-844-936-8255. Whole Foods Market will make sure our feedback process is

accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

Whole Foods Market will notify the public that information related to accessible customer service is available upon request by posting a notice at each of our Ontario store locations. Whole Foods Market will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. Consistent with Ontario law, we will provide the accessible format in a timely manner and at no additional cost.