



AODA Commitment

Our Commitment:

In fulfilling our mission, Ozery Family Bakery strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

We are also committed to giving people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place, and in a similar way as other participants.

Service Animals:

Service animals are excluded in food production areas as required by the Health Protection and Promotion Act and the Food Safety and Quality Act, 2001, Ontario Regulation 562 under the Health Protection and Promotion Act and Ontario Regulation 31/05 under the Food Safety and Quality Act, 2001.

Support Persons:

Support persons are allowed to accompany the person with a disability anywhere the person is going on our premises.

Emergency Evacuation Procedure:

If you require accommodation in the event of an emergency evacuation, please notify the receptionist or the person you are meeting with.

Feedback Process:

The ultimate goal of Ozery Family Bakery is to meet and surpass expectations while serving clients with disabilities. Comments on our products, goods and services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Ozery Family Bakery provides products, goods and services to people with disabilities can be made by email, verbally – by calling and/or leaving a message.

- All feedback will be directed to People & Culture by email at P&C@ozerybakery.com or phone at (905) 265-1143
- Clients/customers will receive a response within ten (10) business days
- All information will remain confidential



Process for Development of Individual Accommodation Plans:

- Team members or team member's supervisors can contact People and Culture to begin any needed development for a plan to accommodate an individual's disabilities.
- The development will be highly personalized to best suit each individual needing accommodation.

Accessible Customer Service Policy:

- A copy of Ozery Family Bakery's Accessibility Policy is available upon request. Please notify People & Culture by email at P&C@ozerybakery.com or via phone at (905) 265-1143.

Questions about This Policy:

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by the People & Culture Department.

A handwritten signature in blue ink, appearing to read "Guy Ozery".

Guy Ozery
CEO