



LONGO'S ACCESSIBILITY SERVICE PROVISION POLICY

Welcome to our store!

At Longo's, we respect the dignity and independence of our customers and are committed to providing goods and services that are accessible and inclusive to all persons who visit our stores. Active steps have been taken to reasonably accommodate the needs of customers with disabilities by offering services and facilities that provide equal opportunities for participation. Anticipating the special requirements of our customers and offering assistance wherever possible is an ongoing priority.

Here's what you can expect from us:

Communication

Our communications, from initial greeting through the sales process and follow up, will demonstrate our commitment to serve customers with disabilities ensuring that they have the best customer service experience every time.

Assistive Devices

Our customers are welcome to use their own personal assistive devices to access our merchandise and services. Personal assistive devices are permitted and unrestricted in all areas of the store to which customers, suppliers and the public have access, except when subject to Food and/or Health & Safety concerns. Our team of food experts will also let you know what assistive devices are available.

Support People and Service Animals

Support people and guide dogs or other service animals are also welcome to accompany our customers with disabilities while shopping in our stores. Wherever service animals are prohibited by law, we will provide personal assistance during the store visit.

Given the requirements by law for Food establishments, if it is not readily apparent that an animal is a service animal, a member of the store management team may ask the person with the service animal to provide verification of the animal's duty.

Interruption of Services

If we are temporarily unable to offer any special facilities or services that assist customers with disabilities, we will immediately provide notice of this interruption and the anticipated time when these services will be resumed.

Training

Our entire staff receives ongoing and documented training in order to properly communicate with and provide assistance to people with various disabilities.

Customer Feedback

At Longo's we consider feedback extremely valuable to the success of our business and the satisfaction of our customers. If you feel that these standards have not been maintained in your situation, please let us know by contacting us:

- **Email:** 1800@longos.com
- **Mail:** Longo Brothers Fruit Markets Inc., 8800 Huntington Road, Vaughan, ON, L4H 3M6
- **Telephone:** 1-800-9Longo (1-800-956-6467)

Our Customer Service hours of operation:

Monday - Friday: 9am - 10pm

Saturday: 7am - 6pm

If assistance is required after office hours please contact the Longo's location nearest you.