



8500 Keele Street, Vaughan, ON L4K 2A6 CANADA
Tel. 905-532-0325 / Fax. 905-532-0430
www.koreafood.ca

Accessibility Policy

Effective Date: October 16, 2020
Last Updated: 23 April, 2026

1.0 Purpose

Korea Food Trading ("KFT") is committed to providing accessibility for a safe, convenient, and dignified service experience for its persons with disabilities.

2.0 Commitment

KFT is committed to removing and preventing barriers to accessibility for persons with disabilities. We comply with regulatory requirements including human rights to ensure that:

- goods, services and employment are equally provided to persons with disabilities to respect their dignity
- access, information and communication are equally provided in accessible formats such as electronic and printed materials.
- KFT has built its multi-year accessibility plan to remove and prevent barriers to accessibility for persons with disabilities (Appendix "A")

3.0 Information and Communication

KFT receives feedback through its website (www.koreafood.ca), customer service line to properly address feedback and communicate. A manner of communication may vary depends on the preferred way of communication requested from persons of disabilities.

4.0 Service Animals

Service animals are permitted to enter KFT as companions with persons with disabilities.

In certain cases, it may not be easy to identify an animal entering the store as a service animal. In such cases, for health and safety purposes, a KFT associate shall ask the customer to confirm that the animal is a service animal. If the KFT associate questions the validity of a document provided by the customer, the customer should be granted temporary access and a copy of the document should be made so that the authenticity of it can be immediately determined by calling the telephone number on the document. If the document's authenticity cannot be verified, the customer should be informed and asked to remove the animal from the building.

5.0 KFT Premises

KFT associates will provide appropriate service options for persons with disabilities. Parking spaces for persons with disabilities are not obstructed at any times to comply with provincial legislation.

6.0 Training

KFT trains its employees based on Accessibility for Ontarians with Disabilities Act to comply with the requirements. The employees act on KFT's behalf and respect persons with disabilities.

Persons with disabilities are encouraged to ask KFT employees for assistance with any needs during their service at KFT. If KFT employee is unsure how best to provide assistance, the KFT associate should ask management for proper and prompt assistance.

7.0 Notice of Temporary Disruption

KFT will provide notice when facilities or services that persons with disabilities rely upon are temporarily unavailable. This includes, but is not limited to, accessible parking spaces and accessible entrances.

The notice will include the following information:

- The reason for the disruption
- The anticipated duration of the disruption
- A description of alternative facilities or services available, if any

Notices will be posted at a conspicuous place at the affected entrance or service area on KFT's premises. In the case of an unplanned disruption, notice will be provided as soon as possible.

8.0 Availability of Policy

This policy will be provided in alternate formats upon request.



Joseph Kim
CEO

Appendix A (Multi-year Accessibility Plan)

Effective Date: October 16, 2020

Introduction

Korea Food Trading Ltd. ("KFT") is committed to providing accessibility for a safe, convenient, and dignified service experience for its persons with disabilities. By developing this plan, KFT will be more committed to providing accessibility to persons with disabilities. This is an Appendix A to our Accessibility Policy and we are continually updating this plan at least every five years.

Customer service

Customer service for persons with disabilities is provided in that:

- Persons with disabilities are permitted to use their own assistive devices/equipment.
- Persons accompanied by a service animal are permitted to enter building.
- KFT allows persons with disabilities to put or store their belongings at our reception desk as needed.
- KFT employees assist persons with disabilities to carry their belongings to their vehicle.
- Customer service employees are regularly trained on Accessibility for Ontarians with Disabilities Act to remind of requirements and legislation.

Emergency procedures and response information

- KFT employees are aware of emergency procedures and hotline to address emergency in a prompt manner.
- Persons on KFT's premises are provided with proper assistance.


Information and communication

KFT's new website was published in October, 2020. The following accessible formats are available from the website to communicate:

- Receiving and responding feedback
- Company Information
- Company Contact Information

Employment

- All candidates are provided with an equal opportunity for employment.
- All necessary documents are properly interpreted and conveyed to persons.
- All employees returning to work from their leaves are protected.
- Appropriate supports and assistance will be provided to adapt to work.
- Regular trainings on accessibility are taken into a place.



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CEO



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Customers with Disabilities Policy

Policy

Korea Food Trading is pleased to welcome persons with disabilities to its building. Korea Food Trading is committed to providing accessibility for a safe, convenient, and dignified experience for persons with disabilities.

Building Access

Korea Food Trading is wheelchair accessible and Korea Food Trading permits service animals to enter the building.

Assisting Customers with Disabilities

Persons with disabilities who experience difficulty with mobility are permitted to leave items at Reception until they are finished. Korea Food Trading employees will assist by ensuring all merchandise is brought to the person without them having to move about if necessary.

Service Animals

Service animals are permitted to enter Korea Food Trading building as companions to persons with disabilities.

In certain cases, it may not be easy to identify an animal entering the building as a service animal. In such cases, for health and safety purposes, Korea Food Trading associate shall ask the Person to confirm that the animal is a service animal. If the Korea Food Trading associate questions the validity of a document provided by the Person, the Person should be granted temporary access and a copy of the document should be made so that the authenticity of it can be immediately determined by calling the telephone number on the document. If the document's authenticity cannot be verified, the Person should be informed and asked to remove the animal from the building.

Persons with Supporting Minds

Persons with supporting minds are prepared to welcome to provide assistance to Persons with disabilities in Korea Food Trading building.

Korea Food Trading Associates

Persons with disabilities are encouraged to ask Korea Food Trading associates for assistance with any needs during their experience at Korea Food Trading. If the Korea Food Trading associate is unsure how best to provide assistance, then the Korea Food Trading associate will ask a management associate for assistance.


Korea Food Trading associates receive training about persons with disabilities through material which is made by Korea Food Trading. The material provides instruction on the following, among other things: the purpose of accessible service, how to interact with persons with disabilities; support persons and service animals.

Availability of Policy

If a person with a disability requests a copy of this policy, a copy should be provided.

Contacts

Seungoh Hong, COO, 905-532-0325 ext. 21000



Joseph Kim
CEO