



Subject: Multi-year Accessibility Plan

Date Issued: **January 1, 2014**

Replaces Issue Dated: **New**

Our company is committed to providing goods, services and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities.

This *Multi-Year Accessibility Plan* is encompassed in our national **Accessibility Policy**. It outlines our strategy to prevent and remove barriers to accessibility and describes the Company's progressive approach to meeting or exceeding applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. This Plan is a continually expanding document that will be updated at least every five years as our accessibility strategy evolves.

Where this Plan specifies that documents, alternative formats or communication supports are available upon request, such requests should be directed to 416-252-7323 ext. 2610, or in writing to Weston Foods c/o Human Resources, 1425 the Queensway, Etobicoke, ON, M8Z 1T3.

1.0 Customer Service Accessibility

Action Taken:

The following measures have been in place since 2012:

- We have ensured that training has been provided to every person who interacts with the public on the Company's behalf, as well as to all those who are involved in the development of our policies, procedures and practices governing the provision of goods or services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in a way that takes into account their disability. The training is delivered as soon as practicable after hire and on an ongoing basis in connection with changes to our policies or procedures governing the provision of goods or services to persons with disabilities;
- Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from our goods and/or services;
- Persons accompanied by a service animal are permitted to enter areas of our premises that are open to the public, except in those areas in which the animal is excluded by law;
- Where a person with a disability is accompanied by a support person, both the person with the disability and the support person are provided equal access to our goods and services;
- Notice is provided to the public of any temporary or other disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available;
- We welcome feedback about how it provides goods or services to persons with disabilities. Members of the public may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or other electronic format;

- Our **Customer Service Accessibility Policy**, feedback and document request procedure is available under the ‘*People & Diversity*’ link on our corporate website at www.westonfoods.ca.

2.0 Emergency Procedure, Public Emergency Safety Information

Action Taken:

The following measures were implemented by our company effective January 1, 2012:

- Emergency procedures and public emergency safety information has been prepared and made available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

3.0 Workplace Emergency Response Information

Action Taken:

The following measures were implemented effective January 1, 2012:

- Alternative emerge preparedness plans are created and updated as required, as soon as practicable, for employees who have made us aware of their inability to follow the standard emergency plan in their work location due to permanent or temporary disability. The employee and (with employee consent) any designated assistant(s) will be provided with the alternative emergency preparedness plan;
- Alternative emergency preparedness plans are stored with the standard Emergency Plan(s) in both the employee’s location as well as with HR.

4.0 Accessibility Policy and Multi-Year Accessibility Plan

Action Taken:

- Our national **Accessibility Policy** was implemented January 1, 2014. The Policy affirms our commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way we will achieve accessibility;
- We created this *Multi-Year Accessibility Plan* outlining the Company’s phased-in strategy for identifying, removing and preventing barriers to accessibility;
- The Policy and Plan are posted on our corporate website (www.westonfoods.ca) and will be provided in alternate formats upon request;
- The Plan will be reviewed and updated at least once every five years.

5.0 Information and Communication

Action Taken:

Accessible Websites and Web Content:

From January 1, 2014, our new or substantially refreshed website and web content will conform to Level A of the Worldwide Web Consortium’s Web Content Accessibility Guidelines (WCAG 2.0). We will ensure that all of its websites comply with WCAG 2.0 Level AA by 2021.

Planned Action:

- Compliance will be incorporated into all website project management.

Feedback, Accessible Formats and Communication Supports:

We will ensure that:

- By January 1, 2015 in Ontario, and as soon as practicable nationally, its processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request; and

- By January 1, 2016 in Ontario, and as soon as practicable nationally, upon request we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner and at no extra cost.

Planned Action:

- Our HR team will convert communications and documents to alternate formats, and inform all employees who may receive or respond to feedback with information as to how to obtain alternate formats or communication supports.
- Feedback will be accepted by HR at 416-252-7323 ext.2610, or in writing to Weston Foods c/o Human Resources, 1425 the Queensway, Etobicoke, ON, M8Z 1T3.
- Requesting persons will be consulted as to the suitability of an accessible format or communication support;
- The public will be notified about the availability of accessible formats and communication supports by a notification on www.westonfoods.ca and by at least one other method.

6.0 Employment

By January 1, 2016 in Ontario, accessibility will be integrated into our employment-related practices, as follows:

Recruitment

Planned Action:

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying the same in job postings and on the careers sections of the corporate website;
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments;
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodations that takes into account the applicant's needs due to their disability;
- When making offers of employment, notify the successful applicant of our policies for accommodating employees with disabilities; and
- Develop and provide appropriate training to employees responsible for recruitment, assessment, and selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.

Workplace

Planned Action:

- Review and, as necessary, modify existing orientation and on-boarding processes to ensure new employees are provided information about our accessibility policies as soon as practicable after employment commences, including a description of the same in new hire packages and on our intranet;
- Develop a procedure, which may include departmental meetings and a posting on our intranet, to advise employees whenever there is a change to existing policies on the provision of workplace accommodations;
- Develop and integrate procedures for documenting and updating, as required, documented individual accommodation plans, which will provide for the method(s) by which

requesting employees will be assessed and represented, how they can participate in the plan's development, and the method by which a copy of the plan will be provided to the colleague in a format that takes his or her accessibility needs into account;

- Develop and provide appropriate training to managers and employees responsible for supporting the individualized accommodation plan process, and a training schedule that will ensure the efficacy of the process on a continuing basis.

Return to work from Disability-Related Leaves

Planned Action:

- Review and, as necessary, modify and document existing return to work processes for employees who have been absent from work due to a disability and require accommodation in order to return to work;
- Ensure documented individual accommodation plans comprise part of the return to work process;
- Develop and provide appropriate training to managers and other employees responsible for supporting the return to work process for employees who require accommodation in order to return to work and a training schedule for same that will ensure effective execution of the return to work process on a continuous basis.

Performance Management, Career Development and Redeployment

Planned Action:

- Review and, as necessary, modify existing performance management, career development and redeployment processes to ensure that the accessibility needs and individual accommodation plans of employees with disabilities are taken into account;
- Develop and provide appropriate training to managers and other employees responsible for supporting or impacting performance management, career development and advancement, and redeployment processes, and a training schedule for same that will ensure compliance with the processes on a continuous basis.

7.0 Our Premises

Planned Action:

By January 1, 2017 in Ontario, accessibility will be integrated into new or redeveloped public spaces in accordance with the criteria established by Ontario's Integrated Accessibility Standards, including but not limited to the following:

- If in the future we have outdoor public use eating areas, at least 20% of the tables (minimum one table) will have knee and toe clearance, have clear ground space around them, and be approachable by a surface that is level, firm and stable;
- Outdoor sidewalks and walkways, including associated ramps, will have a surface that is firm and stable;
- Off-street parking will include signed parking spaces and access aisles for persons with disabilities, including van accessible spaces;
- The service counter at our Thrift Stores will accommodate mobility aids in respect of counter height, knee clearance and clear floor space. All such service counters will be clearly identified with signage;
- Fixed queuing guides will provide sufficient width to allow for the passage of mobility aids and mobility assistive devices, and be cane detectable;
- Develop and implement procedures for preventative and emergency maintenance of the accessible elements in our public spaces, as well as how to deal with temporary disruptions when accessible elements are not in working order.

8.0 Training

Planned Action:

By January 1, 2015 in Ontario, we will ensure that training is delivered to all employees, and those who provide services on our behalf on the standards set by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.

Planned Action:

- Develop and implement appropriate training materials;
- Ensure training is provided before or as soon as possible after the trainee commences duties and whenever we alter its policies and practices regarding accessibility;
- Create a plan and schedule for periodic refresh training to ensure ongoing awareness and understanding;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.