

MULTI-YEAR ACCESSIBILITY PLAN

Shearer's Foods Canada Inc. ("Shearer's") is committed to meeting the accessibility needs of persons with disabilities in a timely manner. This Multi-Year Accessibility Plan applies to Shearer's operations located within the Province of Ontario. This plan outlines Shearer's achievements and the additional steps that Shearer's will take to prevent and remove barriers and meet the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and the Integrated Accessibility Standards Regulation (collectively the "AODA").

Training

Shearer's commits to taking the following steps to ensure all employees are provided with the training needed to meet Ontario's accessibility laws:

- Develop training and deliver it in accessible formats to: (a) all persons who are an employee of Shearer's; (b) all persons who participate in developing Shearer's policies; and (c) all other persons who provide goods, services or facilities on behalf of Shearer's.
- The training will cover the *Human Rights Code* and the purposes and requirements of AODA and Shearer's Accessibility Policy;
- Shearer's will provide training as soon as practicable and on an ongoing basis, including training with respect to changes made to Shearer's Accessibility Policy or any other policy governing how Shearer's achieves accessibility.
- Shearer's will keep a record on the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

Information and Communications

Shearer's will ensure that emergency information is made accessible to the public by providing emergency information in an accessible format or with appropriate communication support, upon request.

Customer Service

Shearer's will take the following steps to ensure accessibility with respect to the provision of goods or services to persons with disabilities:

- develop, implement and maintain an accessibility policy governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.
- ensure that its accessibility policies deal with the use of assistive devices, service animals, and support persons, in accordance with AODA requirements. Shearer's will use reasonable efforts to ensure that its policies are consistent with AODA requirements.
- ensure that alternate formats of its accessibility policy are available upon request and will take into account a person's disability.

- ensure that it will notify the public of temporary disruptions in its facilities and services. The public will be notified of the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Employment

Shearer's will also take the following steps to ensure that employees with disabilities will be provided with necessary assistance during an emergency:

- ensure that employees with disabilities are provided with individualized emergency response information.
- obtain consent and then share the employee's individualized emergency response information with anyone designated to help them in an emergency.
- ensure that the emergency response information is reviewed in the event of a change in the employee's work location, the employee's overall accommodation needs, or the organization's emergency response policies.

Shearer's will also take the following steps to notify the public, job applicants, and staff that people with disabilities will be accommodated during the recruitment, assessment and hiring processes:

- review job advertisement procedures and other recruitment processes and update as required to ensure content notifies applicants of accessible employment practices.

Shearer's will also take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- implement and update accommodation and return to work policies that describe the requirements for disability related accommodations and meet the *AODA* requirements.
- ensure that it notifies employees and successful job applicants about its policies.

Self-Service Kiosks

Shearer's does not use self-service kiosks for the general public and only has one computer kiosk available to employees. Shearer's is committed to considering the needs of people with disabilities as part of any future design, procurement or acquisition of further self-service kiosks or additional employee kiosks.

Design of Public Spaces

When building or making major modifications to public spaces, Shearer's will commit to meeting the Accessibility Standards for the Design of Public Spaces, including requirements regarding preventative and emergency maintenance of the accessible elements in public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Feedback

Shearer's has implemented a feedback process that is accessible to people with disabilities. The feedback process is set out in Shearer's Accessibility Policy.

Review and Modifications to this Plan

Shearer's is committed to developing *AODA* policies that respect and promote the dignity and independence of people with disabilities. All policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities. This plan will be reviewed and updated as required at least once every 5 years.

For More Information

For more information on this plan, please contact Elaine Urschel, Human Resources Manager, at ElaineUrschel@shearers.com. This plan will be made publicly available in accessible formats upon request.

Shearer's Foods Canada Inc. Accessibility Policy

I. INTRODUCTION

Shearer's Foods Canada Inc. ("**Shearer's**") has established this Accessibility Policy (the "**Policy**") in order to meet the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and the Integrated Accessibility Standards Regulation (hereinafter collectively referred to as the "**AODA**").

II. SHEARER'S STATEMENT OF COMMITMENT

Shearer's is committed to meeting the accessibility needs of persons with disabilities in a timely manner. Shearer's is further committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

III. SCOPE OF POLICY

This Policy applies to all employees, agents, and contractors of Shearer's, including but not limited to senior management, managers, supervisors, full-time employees, part-time employees, off-site employees, and interns (hereinafter collectively referred to as "**Team Members**").

IV. ACCESSIBILITY PLAN

Shearer's has developed and documented a Multi-Year Accessibility Plan which outlines the Company's strategy to prevent and remove barriers from its workplace and also to improve opportunities for persons with disabilities. The Multi-Year Accessibility Plan will be reviewed, maintained and updated at least once every five years, and is posted on Shearer's website. This plan will also be made available in accessible format upon request.

V. COMMUNICATION

When communicating with a person with a disability, Shearer's will do so in a manner that takes into account the person's disability.

(a) Accessible Formats and Communication Supports

The availability of accessible formats and communication supports is set out on Shearer's public website.

Requests for accessible formats and communication supports can be made to Elaine Urschel, Human Resources Manager, at elaineurschel@shearers.com. Upon receipt of a request, Shearer's will provide or arrange for the provision of accessible formats and communication supports for Customers. Such formats and supports will be provided in a timely manner that takes into account the Customer's accessibility needs due to disability and at a cost that is no more than the regular

cost charged to other persons. Shearer's will consult with the Customer making the request to determine the suitability of a particular accessible format or communication support.

In the event that an accessible format or communication support is found to be not feasible, Shearer's will provide written reasons explaining this finding.

(b) Websites and Web Content

Shearer's website and web content conforms to WCAG 2.0, Level AA.

VI. GOODS, SERVICES, AND FACILITIES

Shearer's is committed to providing goods, services, and facilities in a manner that respects the dignity and independence of Customers.

Customers will be given an equal opportunity to obtain, use, and benefit from Shearer's goods, services, or facilities.

Shearer's has integrated the provision of goods, services, and facilities to Customers with the provision of goods, services, and facilities to others, except where alternative measures are necessary to meet the needs of Customers.

(a) Assistive Devices

Shearer's ensures that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods or services.

Customers may use their own assistive devices when accessing goods, services, and facilities provided by Shearer's. It is the responsibility of the Customer to ensure that the assistive device is operated in a safe and controlled manner at all times. In cases where the assistive device presents a safety concern or is not allowed by law or where accessibility might be an issue, other reasonable measures will be examined and, where possible, implemented to ensure accessibility.

(b) Service Animals

Customers who are accompanied by a service animal will be allowed access to the public areas of Shearer's, unless otherwise excluded by law. The Customer who is accompanied by the service animal is responsible for maintaining care and control of the animal at all times.

If it is not readily apparent that an animal is being used for reasons relating to a disability, Shearer's may request verification of the reasons for use. Such verification may include:

- a letter from regulated health professional confirming that the Customer requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or

- a certificate of training from a recognized guide dog or service animal training school.

If a service animal is excluded by law from Shearer's premises, Shearer's will offer alternative methods, where possible, to enable the Customer to access goods, services, and facilities.

(c) Support Persons

If a Customer is accompanied by a support person (i.e., a person who accompanies the Customer in order to help with communication, mobility, personal care, medical needs, or access to goods or services), Shearer's will ensure that both persons are allowed to enter Shearer's premises together and that the Customer is not prevented from having access to the support person.

Shearer's may require a Customer to be accompanied by a support person if, after consulting with the Customer and considering the available evidence, Shearer's determines that:

- a support person is necessary to protect the health or safety of the Customer or the health or safety of others on the premises; and
- there is no other reasonable way to protect the health or safety of the Customer and the health or safety of others on the premises.

In such a circumstance, Shearer's will ensure that notice is given in advance as to the amount, if any, that is payable in respect of a support person.

(d) Service Disruption

Shearer's will notify the public about planned or unexpected temporary disruptions to facilities or services. A notice will be posted in the area of the disruption (and, where appropriate, distributed online) in order to provide Customers with the opportunity to make alternate arrangements. This notice will include information about the reason for the disruption, the anticipated duration of the disruption, and a description of any alternative facilities or services that are available.

(e) Procurement or Acquisition of Goods, Services, and Facilities

Shearer's incorporates accessibility criteria and features when procuring or acquiring goods, services, and facilities, including self-service kiosks, except where it is not practicable to do so. If Shearer's determines that it is not practical to incorporate a particular accessibility criterion or feature when procuring or acquiring goods, Shearer's will provide an explanation for this determination upon request.

(f) Design of Public Spaces

When building or making major modifications to public spaces, Shearer's will commit to meeting the Accessibility Standards for the Design of Public Spaces, including any requirements regarding preventative and emergency maintenance of the accessible elements in public spaces.

VII. EMPLOYMENT

Shearer's is committed to accessibility and inclusivity in its hiring and employment practices.

(a) Accessibility During Recruitment

During any recruitment process, Shearer's will advise applicants of the availability of accommodation for applicants with disabilities. If an applicant requests accommodation during the recruitment process, Shearer's will consult with the applicant and arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

(b) Accessibility During Employment

Similarly, Shearer's will inform its Team Members about Shearer's disability-related policies, including policies that provide for job accommodations due to disability. If a Team Member with a disability requests job-related information or information that is generally available in the workplace to be provided in an accessible format or with communication supports, Shearer's will consult with the requesting Team Member on how to best meet their needs. Where necessary, Shearer's will develop individualized emergency response plans for Team Members with disabilities, as well as information to assist such Team Members during an emergency or evacuation.

(c) Development of Individual Accommodation Plans for Employees

In compliance with the *AODA*, Shearer's has implemented a written process for the development of documented individual accommodation plans for employees with disabilities. Please refer to the Individual Accommodation and Return to Work Policy for more information.

VIII. TRAINING

Shearer's will provide training to all Team Members, on the Integrated Accessibility Standards Regulation and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of team members.

IX. FEEDBACK PROCESSES

If you wish to provide feedback on Shearer's accessibility measures or this feedback process itself, please contact Elaine Urschel, Human Resources Manager, at elaineurschel@shearers.com. Such feedback will be addressed according to Shearer's regular complaint management procedures.

All feedback will be reviewed and appropriate action will be taken to address any complaints as soon as practicable.

Shearer's feedback process can be provided in an accessible format or with communications supports upon request.

X. REVIEW AND MODIFICATIONS TO THIS POLICY

Shearer's is committed to developing policies that respect and promote the dignity and independence of people with disabilities. All policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of Shearer's Customers and other persons with disabilities.

XI. DOCUMENTS TO BE MADE AVAILABLE

A copy of this policy will be available to all Shearer's employees on the ADP homepage.

This Policy, or the information contained in this Policy, can be provided in an accessible format or with communication supports upon request.

XII. QUESTIONS ABOUT THIS POLICY

For more information, contact Elaine Urschel, Human Resources Manager, at elaineurschel@shearers.com.