

RIVERDALE POULTRY ACCESSIBILITY PLAN

Introduction and Statement of Commitment

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act* (the “AODA”). The AODA requires that effective January 1, 2014, Riverdale Poultry (the “Company”) establish, implement, maintain and document an accessibility plan which outlines the Company’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements of the Integrated Accessibility Standards (the “IAS”).

This accessibility plan (the “Accessibility Plan”) outlines the Company’s strategy to prevent and remove barriers for persons with disabilities and to address the requirements of the IAS in order that the Company may fulfill its commitment as outlined in the Company’s IAS Policies.

General Accessibility Standards

Requirement	Responsible Department	Action	Status
<p>Accessibility Policy</p> <p>Develop, implement and maintain polices governing how the Company achieves or will achieve accessibility through meeting the requirements of the IAS.</p> <p>Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.</p> <p>Prepare one or more written documents describing the policies and make the policies publicly available and provide them in an accessible format upon request.</p>	Human Resources	<p>“<i>Integrated Accessibility Standards Regulation – Customer Service & Information and Communication Policy</i>” and the “<i>Integrated Accessibility Standards Regulation – Employment Policy</i>” have been developed and implemented.</p> <p>Notification about availability of these policies is posted on the Company’s website.</p>	Complete

<p>Accessibility Plan</p> <p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation</p> <p>Post the accessibility plan on the website and provide the plan in an accessible format upon request.</p> <p>Review and update the accessibility plan at least once every five years.</p>	<p>Human Resources</p>	<p>This Accessibility Plan has been completed and posted on the Company's website.</p> <p>The Accessibility Plan will be reviewed in June 2026 unless an earlier review is required because of a change in legislation or the Company's policies.</p>	<p>Complete and ongoing</p>
<p>Training</p> <p>Provide training to all existing Providers, volunteers and all persons who participate in the development of AODA Policies.</p> <p>Training must include:</p> <ul style="list-style-type: none"> i. the requirements of the IAS; the <i>Human Rights Code</i> as it pertains to persons with disabilities; and ii. the AODA Policies as required by the IAS. <p>Keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.</p> <p>Ensure that contractors providing goods, services and/or facilities on its behalf have received the training required under the IAS.</p>	<p>Human Resources</p>	<p>The Company provides online training to all Providers and ensures any other individual who provides goods, services and facilities on behalf of the Company has also received the required training.</p> <p>Records of training are maintained by Human Resources.</p>	<p>Complete and ongoing</p>

Information and Communication Standards

Requirement	Responsible Department	Action	Status
<p>Feedback</p> <p>Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request.</p> <p>Notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures</p>	<p>Human Resources</p>	<p>The Company employs an anonymous survey through text message and/or paper form to seek feedback from Providers. This feedback process will be made accessible through the provision of Accessible Formats and Communication Supports, upon request.</p>	<p>Complete and ongoing</p>
<p>Accessible Formats and Communication Supports</p> <p>Upon request, provide or arrange for the provision of Accessible Formats and Communication Supports in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities.</p> <p>Provide Accessible Formats and Communication Supports in a timely manner at a cost that is no more than the regular cost charged to other persons and in a manner that takes account the person's accessibility needs due to disability.</p> <p>Consult with the person making the request when determining the suitability of an Accessible Format or Communication Support and notify the public of the availability of same.</p>	<p>Human Resources</p>	<p>Providers receive training on the obligation to provide Accessible Formats and Communications Supports.</p> <p>Notification about the availability of Accessible Formats and Communications Supports in respect of information about the Company's goods, services and facilities is posted on the Company's website.</p>	<p>Complete and ongoing</p>

<p>Accessible Websites and Web Content</p> <p>Ensure that, where practicable, a New Internet Website and web content on such site(s) conforms with WCAG 2.0 Level A.</p> <p>By January 1, 2021 ensure that, where practicable, any website or content on that site(s) published after January 1, 2012 conforms with WCAG 2.0 Level AA to the extent required by the IAS.</p>	<p>Human Resources</p>	<p>The Company's website is compliant with WCAG 2.0 Level AA to the extent required by the IAS.</p>	<p>Complete</p>
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Employment Standards

Requirement	Responsible Department	Action	Status
<p>Recruitment</p> <p>Notify the public and Providers about the availability of accommodation for applicants with disabilities in its recruitment processes</p>	<p>Human Resources</p>	<p>Notification about the availability of accommodation during recruitment is posted on the Company's website on the "Career Page".</p>	<p>Complete and ongoing</p>
<p>Recruitment, assessment or selection process</p> <p>Notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>Consult with an applicant requesting accommodation to provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability</p>	<p>Human Resources</p>	<p>Notification about the availability of accommodation during a candidate interview, aptitude test, driving test <i>etc.</i> is made to candidates when they are invited to progress in the hiring process:</p> <ul style="list-style-type: none"> • verbally, when they are notified by phone • in writing, when they are notified by email 	<p>Complete and ongoing</p>

<p>Notice to successful applicants</p> <p>Notify successful applicants of the Company's policies for accommodating providers with disabilities.</p>	<p>Human Resources</p>	<p>Notification is made to successful applicants in the employment contract and in the Company's handbook which is provided to candidates before they begin employment with the Company</p>	<p>Complete and ongoing</p>
<p>Informing providers of supports</p> <p>Inform Providers of policies used to support Providers with disabilities, including policies on the provision of job accommodations that take into account a Provider's accessibility needs due to disability.</p> <p>Provided to new Providers as soon as practicable after commencing employment</p> <p>Provide Providers with updated information whenever there is a material change to its policies on the provision of job accommodations for Providers with disabilities</p>	<p>Human Resources</p>	<p>Company policies used to support providers with disabilities are included in the Company's handbook which is provided to each Provider upon hire.</p>	<p>Complete and ongoing</p>
<p>Accessible Formats and Communication Supports for Providers</p> <p>Upon the request of a Provider with a disability, provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that (i) information required by the Provider to perform his/her job; and (ii) information generally available to providers in the workplace, is accessible to the Provider with a disability.</p> <p>Consult with the Provider making the request to determine the suitability of any Accessible Format or Communication Support. However, where the needs of a Provider with a disability may be accommodated in various different ways, the Company reserves the right to determine the type Accessible Format or Communication Support that will be</p>	<p>Human Resources</p>	<p>Managers receive training on the obligation to provide Accessible Formats and Communications Supports to Providers who require this information as a result of a disability.</p>	<p>Complete and ongoing</p>

<p>provided in the circumstances.</p>			
<p>Workplace emergency response information</p> <p>Provide individualized workplace emergency response information to Providers who have a disability, if the disability is such that the individualized information is necessary, and if the Company is aware of the need for accommodation due to the Provider's disability.</p> <p>Provide this information as soon as practicable after becoming aware of the need for accommodation.</p> <p>With the consent of the Provider, provide the workplace emergency response information to the person designated by the Company to provide assistance to the Provider if the Provider needs assistance by reason of disability</p> <p>Review individualized workplace emergency response information when the Provider moves to a different location in the organization, when the Provider's overall accommodation needs or plans are reviewed and when the company reviews its general emergency response policies.</p>	<p>Human Resources</p>	<p>A notification about the availability of individualized emergency response information is posted on the Company's health and safety bulletin board.</p> <p>Managers receive training on the obligation to prepare and provide individualized emergency response information and the circumstances under which such information may need to be updated.</p>	<p>Complete and ongoing</p>
<p>Documented individual accommodation plans</p> <p>Have in place a written process for the development of documented individual accommodation plans for Providers with disabilities. The process must include the following elements:</p> <ul style="list-style-type: none"> i. The manner in which a Provider requesting accommodation can participate in the development of the individual accommodation plan. 	<p>Human Resources</p>	<p>The Company has a written process in place for the development of individual accommodation and return to work plans (see "<i>Individual Accommodation and Return to Work Plan Policy</i>").</p> <p>Managers are trained on the preparation of these plans where required.</p>	<p>Complete and ongoing</p>

<ul style="list-style-type: none"> ii. The means by which the Provider is assessed on an individual basis. iii. The manner in which the Company can request an evaluation by an outside medical or other expert, at its own expense, to assist in determining if accommodation can be achieved and, if so, how accommodation can be achieved. iv. The manner in which the provider can request the participation of a representative from his or her bargaining agent, where the provider is represented by a bargaining agent, or other representative from the workplace, where the provider is not represented by a bargaining agent, in the development of the accommodation plan. v. The steps the Company will take to protect the privacy of the provider's personal information. vi. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. vii. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the provider. viii. The means of providing the individual accommodation plan in a format that takes into account the provider's accessibility needs due to disability. 			
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<p>Where requested, a provider's individual accommodation plan will include any information regarding the provision of Accessible Formats and Communications Supports.</p> <p>Where required, a provider's individual accommodation plan will include individualized workplace emergency response information.</p>			
<p>Return to Work Process</p> <p>Have in place a documented a return-to-work process for providers who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p> <p>The return-to-work process must outline the steps the Company will take to facilitate the provider's return to work and will include documented individual accommodation plans as part of the process</p>	Human Resources	The Company has a written process in place for the development of individual accommodation and return to work plans (see " <i>Individual Accommodation and Return to Work Plan Policy</i> ").	Complete and ongoing
<p>Performance management</p> <p>Take into account the accessibility needs of providers with disabilities, as well as individual accommodation plans, when using its performance management process in respect of providers with disabilities.</p>	Human Resources	Managers are trained on the obligation to take accessibility needs of providers into account when engaging in performance management.	Complete and ongoing
<p>Career development and advancement</p> <p>Take into account the accessibility needs of providers with disabilities as well as any individual accommodation plans when providing career development and advancement to providers with disabilities.</p>	Human Resources	Managers are trained on the obligation to take accessibility needs of providers into account when offering career development and/or advancement opportunities to providers.	Complete and ongoing
<p>Redeployment</p>	Human Resources	Managers are trained on the obligation to take accessibility needs of providers	Complete and ongoing

Take into account the accessibility needs of providers with disabilities, as well as individual accommodation plans, when redeploying providers with disabilities.		into account when redeploying providers with disabilities.	
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DESIGN OF PUBLIC PLACES

(The following requirements only apply to public spaces that are newly constructed or redeveloped on and after January 1, 2017.)

Description	Responsible Department	Action	Status
<p>Exterior Paths of Travel</p> <p>Ensure that any exterior paths of travel, such as outdoor sidewalks and walkways, ramps, stairs and curb ramps that it constructs or redevelops and intends to maintain meet the technical requirements of the Design of Public Places Standards.</p>	Maintenance/Fleet Managers	The Company has not newly developed or reconstructed any exterior paths of travel since January 2017 but is aware of the requirements of the Design of Public Spaces Standards should it do so in the future.	Ongoing
<p>Off-Street Parking</p> <p>Ensure that when the Company constructs new or redevelops off-street parking facilities that it intends to maintain, the off-street parking facilities meet the requirements of the Design of Public Places Standards.</p> <p>Off-street parking is a space where you can park your vehicle temporarily that is not on a public road or street.</p>	Maintenance/Fleet Managers	The Company has not newly developed or reconstructed any off-street parking since January 2017 but is aware of the requirements of the Design of Public Spaces Standards should it do so in the future.	Ongoing
<p>Maintenance</p> <p>Ensure accessibility plans include:</p> <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces. 	Maintenance/Fleet Managers	The Company is aware of the maintenance requirement should it newly develop or reconstruct any public spaces covered by the Design of Public Spaces Standards in the future.	Ongoing

2. Procedures for dealing with temporary disruptions when accessible elements required are not in working order.			
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Customer Service Standard

Requirement	Responsible Department	Action	Status
<p>Customer Service Policy</p> <p>Develop, implement and maintain polices governing how the Company provides goods, services or facilities to persons with disabilities in compliance with the requirements of the Customer Service Standard.</p> <p>Ensure policies address use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>	Human Resources	<p><i>Integrated Accessibility Standards Regulation – Customer Service & Information and Communication Policy</i> has been developed and implemented.</p> <p>Notification about availability of this policy is posted on the Company's website.</p>	Complete
<p>Service Animals</p> <p>Allow a person with a disability to be accompanied by a service animal while on organization's premises and to keep the animal with him or her, unless the animal is otherwise excluded by law.</p>	Human Resources	The Company's <i>"Integrated Accessibility Standards Regulation – Customer Service & Information and Communication Policy"</i> addresses the Company's obligations with respect to service animals and guide dogs and	Complete and ongoing

<p>If service animal is excluded by law, ensure other measures are available to enable a person with a disability to obtain, use or benefit from the organization's goods, services or facilities.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>		<p>providers receive training with respect to these obligations.</p>	
<p>Support Persons</p> <p>Permit a person with a disability to be accompanied by their support person and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>Provide advance notice of fees charged for support person.</p> <p>Before requiring the presence of a support person, consult with person with a disability and consider the health and safety implications based on available evidence. If requiring presence of support person, waive fees for support person.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>	<p>Human Resources</p>	<p>The Company's <i>"Integrated Accessibility Standards Regulation – Customer Service & Information and Communication Policy"</i> addresses the Company's obligations with respect to support persons and providers receive training with respect to these obligations.</p>	<p>Complete and ongoing</p>
<p>Notice of Temporary Disruptions</p>	<p>Human Resources</p>	<p>The Company's <i>"Integrated Accessibility Standards Regulation – Customer Service & Information and Communication Policy"</i> addresses the</p>	<p>Complete and ongoing</p>

<p>Provide notice of temporary disruptions to facilities or services used by persons with disabilities to access organization's goods, services or facilities.</p> <p>Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>		<p>Company's obligations with respect to notice of temporary disruptions and providers receive training with respect to these obligations.</p>	
<p>Training</p> <p>Ensure training on the provision of goods, services or facilities to persons with disabilities is provided to everyone who:</p> <ul style="list-style-type: none"> • is a Provider or volunteer • provides goods, services or facilities on organization's behalf; • participates in developing organization's policies <p>Ensure training includes review of purpose of AODA, requirements of the Customer Service Standard and instruction on:</p> <ul style="list-style-type: none"> • how to interact and communicate with persons with various types of disability • how to interact with persons using assistive devices or requiring the assistance of a service animal or support person • how to use equipment or devices available on premises or provided by organization that may help 	<p>Human Resources</p>	<p>The Company provides online training to all providers and ensures any other individual who provides goods, services and facilities on behalf of the Company has also received the required training.</p> <p>Records of training are maintained by Human Resources.</p>	<p>Complete and ongoing</p>

<p>with the provision of goods, services or facilities to a person with a disability</p> <ul style="list-style-type: none"> • what to do if person with a particular type of disability is having difficulty accessing the organization's goods, services or facilities <p>Prepare a document describing organization's training, and on request give a copy of document(s) to any person.</p> <p>Notify persons to whom the organization provides goods, services or facilities of the availability of same upon request.</p> <p>Maintain records of when and to whom training is provided.</p>			
<p>Feedback Process</p> <p>Establish a process for receiving and responding to feedback about the manner in which organization provides goods, services or facilities to persons with disabilities.</p> <p>Process must be accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.</p> <p>Make feedback process available to the public.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>	<p>Human Resources</p>	<p>The Company has established a feedback process which is detailed in its "<i>Integrated Accessibility Standard Regulation – Customer Service & Information and Communications Policy</i>".</p> <p>Notice of this feedback process is provided on the Company's website.</p>	<p>Complete and ongoing</p>
<p>Accessible Formats & Communication Supports</p> <p>Provide, or arrange for the provision of, information in document(s) describing policies with respect to the</p>	<p>Human Resources</p>	<p>The Company's "<i>Integrated Accessibility Standards Regulation – Customer Service & Information and Communication Policy</i>" addresses the</p>	<p>Complete and ongoing</p>



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<p>Customer Service Standards in an accessible format or with communication supports upon request in a timely manner that takes into account the person's accessibility needs and at no additional cost.</p> <p>Consult with person to determine suitability of format or support.</p>		<p>Company's obligations with respect to accessible formats and communication supports. Providers receive training with respect to these obligations.</p>	
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