



EXPORT PACKERS COMPANY LIMITED

## Policy Statement

### **Our Commitment to Accessibility for Ontarians with Disabilities Act (AODA)**

The *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities.

Our Statement and Commitment - Export Packers Company Limited (EPCL) and Export Packers Seafood Limited (EPSL) is committed to providing a respectful, welcoming, accessible environment for all persons with disabilities in a manner which takes into account the person's disability and represents the principles of integrity and equal opportunity. We will meet the requirements of all existing legislation and comply with all standards required by the AODA, the *Human Rights Code* and the *Employment Standards Act*.

Export Packers will ensure that, the AODA and its regulations are followed by all Management and Staff. We will continue to provide excellence in serving all customer relationships and support relationships ensuring dignity, respect and fairness, integration and equality of opportunity for everyone with whom we conduct business.

As part of our commitment, policies and best practices are established that comply with the AODA.

We will ensure that timely training is provided to all necessary persons.

Export Packer's policy on the AODA is posted on our Staff Bulletin Board for all staff members.

Employees that require additional details about the AODA can contact Calvin Peddle, Plant Manager, Lisa Tracey, Human Resource Director, or Nicole Archer, HR Generalist at 905-792-9700, Calvin, ext. 7226, Lisa, ext. 4236 and Nicole, ext. 4460 or speak with a Health and Safety Committee team member.

### **Policy Details for AODA**

Our commitment is to ensure that all visitors and staff members that enter our premises are treated with integrity, professionalism, fairness and remain safe at our work-place. We commit to providing appropriate accommodation and respecting individuals who have disabilities (visible or non- visible) and we will adhere to the AODA.

### **Our AODA Policy**

Since every disability is different and unique, processes and accommodation needs will change based on the individual's disability. For barriers that occur, we will commit to accommodating the person's disability in a professional and respectful way.



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## **Customer Service Standards:**

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to our services at our facilities, we will notify those with disabilities if they have identified themselves when signing into our Visitors Log. Information will include the reason for the disruption, anticipated length of time of this disruption and a description of alternative facilities or services, if available.

### **Workplace Emergency Evacuation Plan**

A standard operating process is added to our Emergency Evacuation Plan for all Health and Safety Members and Management to follow.

Health and Safety Members will be aware and trained on appropriate processes and how to provide appropriate assistance if required for persons with disabilities in the event an emergency evacuation is necessary.

All guests that sign in can indicate if they require accommodation in the event of an emergency. The person who is meeting the visitor is responsible for guiding the person to safety in the event of a workplace emergency.

We will provide workplace emergency response information as soon as we are aware of the need for accommodation due to an employee's disability.

Where an employee who receives individualized workplace emergency response information requires assistance, we will designate a person to provide assistance and, with the employee's consent, we will provide the workplace emergency response information to such person.

We will review individualized workplace emergency response information, at minimum whenever;

- the employee moves to a different location within Export Packers
- the employee's overall accommodation needs or plans are reviewed; or
- Export Packers reviews its general response policies.

### **Assistive Devices**

We will ensure that the necessary and appropriate staff are trained and familiar with assistive devices. We will accommodate where possible.

### **Service Animals & Support persons**

A person with a disability who is accompanied by a service animal is welcomed at our Corporate office at 107 Walker Drive, Brampton, ON L6T 5K5. Due to the nature of our business at 3 Edvac Drive, Brampton, ON L6S 5X8, Ontario Regulation 493/17 prohibits all animals including service animals. Should a person's service animal not be permitted to enter 3 Edvac Drive, Export Packers will ensure other measures are available to enable the person to access Export Packers' goods and services.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises in certain areas if required.



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### **Feedback Process**

Customers who wish to provide feedback on the way Export Packers Company Limited or Export Packers Seafood Limited provides goods and services to people with disabilities can contact Calvin Peddle, Plant Manager, Lisa Tracey, Human Resource Director or Nicole Archer, HR Generalist at 905-792-9700, Calvin, ext. 7226, Lisa, ext. 4236 and Nicole, ext. 4460.

Should an individual require alternative forms or communication supports to access the feedback process, Export Packers will accommodate such requests.

Any questions, concerns or complaints will be handled with respect and addressed within 7-10 business days.

### **Information and Communication Standards:**

#### **Communication**

Upon request, Export Packers will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability at no extra cost.

We will consult with the person making the request in determining the suitability of an accessible format or communication support.

We will ensure we meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website except where meeting the requirement(s) is not practicable.

### **Employment Standards:**

#### **Recruitment Process**

Export Packers will advise employees and the public about the availability of accommodation for applicants with disabilities. We will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request.

We will notify successful applicants of our policies for accommodating employees with disabilities when making offers of employment.

We will notify our employees of Export Packers' policies (and any updates where there is a change to those policies) for supporting employees with disabilities, including our policies regarding the provision of job accommodations that take into account an employee's accessibility needs due to disability.

This information will be provided to new hires as soon as practicable after they commence employment.



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If an employee with a disability asks for information in an accessible format or to receive communication supports, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that the employee needs to perform his/her job, as well as information that is generally available to other employees. In determining the suitability of an accessible format or communication supports, we will consult with the employee making the request.

### **Staff Training**

We are committed to training all staff and volunteers in accessible customer service, other accessibility standards as well as aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the AODA and the requirements of the applicable Integrated Accessibility Standards including the Customer Service Standards
- our policies related to the applicable Integrated Accessibility Standards including the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We will maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **Documented Individual Accommodation Plans**

For those employees who require individual accommodation due to disability, we are committed to documenting individual accommodation plans as well as maintaining a written process for the development of accommodation plans.

### **Return to work Process**

We will develop and maintain a documented return to work process for our employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

### **Performance Management, Career Development and Advancement and Redeployment**

Export Packers will review an employee's accommodation plan to understand the individual's accommodation needs and determine if the plan needs adjusting to improve his or her performance on the job. Export Packers will also take into account the accessibility needs of employees with



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disabilities, as well as individual accommodation plans, when conducting its performance management process, providing career development and advancement opportunities to employees, or when redeploying employees with disabilities.

Export Packers will adjust the accommodation supports or update an accommodation plan as necessary, with the employee's participation, to meet the employee's new role or responsibilities in the event the employee is promoted or redeployed.

### **Multi-Year Accessibility Plan**

Export Packers has developed and will maintain a Multi-Year Accessibility Plan that meets its requirements under the Integrated Accessibility Standards Regulations. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five (5) years.

### **Additional Information**

Further information can be obtained from Calvin Peddle, Plant Manager, Lisa Tracey, Human Resource Director or Nicole Archer, HR Generalist at 905-792-9700, Calvin, ext. 7226, Lisa, ext. 4236 and Nicole, ext. 4460.

### **Accessibility Help**

If you experience any difficulty on our site please email us at [humanresources@exportpackers.com](mailto:humanresources@exportpackers.com) or contact Lisa Tracey, Human Resource Director or Nicole Archer, HR Generalist at 905-792-9700, Lisa, ext. 4236 and Nicole, ext. 4460.

Additional resources on this program are available on the Government of Ontario website at [www.ontario.ca/accessibility](http://www.ontario.ca/accessibility).