



ACCESSIBILITY POLICY

Statement of Organizational Commitment

Weil's Food Processing Ltd. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner wherever possible. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario's accessibility laws.

Weil's Food Processing Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Weil's Food Processing Ltd. understands that obligations under the AODA and its accessibility standards do not substitute for or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Weil's Food Processing Ltd. is committed to excellence in serving and providing goods, services, or facilities to all customers, including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Training

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

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



Training of our employees in accessibility relates to their specific roles. Training includes:

- Purpose of the AODA and the requirements of the Customer Service Standards
- Our policies related to 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
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We 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.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities wherever possible.

Communication

We communicate with people with disabilities in ways that consider their disability. This may include the following:

- Written and verbal communication can and will be done in the native language of the individual wherever possible
- Use simple, direct sentences
- Use supplementary visual forms of communication, such as gestures, diagrams, or demonstrations, if indicated



- Use concrete, specific language
- Avoid abstract language and instead use simplistic wording
- When possible, use words that relate to things you both can see

We will work with people with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:



- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services, or facilities

Service animals are prohibited from the following areas:

- Factory
- Warehouse

Under The Health Protection and Promotion Act, Ontario Regulation 562 Section 60.

Support Persons

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 cases, this organization might require a person with a disability to be accompanied by a support person for health or safety reasons of:

- The person with the disability
- Others on the premises

Before deciding, Weil's Food Processing Ltd. will:

- Consult with a person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly by email or phone. Information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available, will be shared with the customers.



Feedback Process

Weil's Food Processing Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Email
- Phone

All feedback, including complaints, will be handled in the following manner:

- Feedback will be directed to the General Manager

Customers can expect to hear back in 30 days.

Weil's Food Processing Ltd. ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication support, as available.

Notice of Availability of Documents

Weil's Food Processing Ltd. will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no cost.

Information and Communication

We have a process for receiving and responding to feedback, and the process is accessible to people with disabilities upon request as available.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services in accessible formats or with communication supports:



- a) In a timely manner, considering the person's accessibility needs due to disability; and
- b) At no cost

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) An explanation as to why the information or communications are unconvertible; and
- b) A summary of the unconvertible information or communications.

Employment

We notify employees and job applicants that accommodation can be arranged during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodation is available upon request. We consult with the applicants and provide or arrange suitable accommodation. Accommodation can be arranged where possible.

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

We notify staff that support is available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that considers an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication support specifically for:

- a) Information that is needed to perform the employee's job; and
- b) Information that is generally available to employees in the workplace



Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is aiding that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) When the employees move to a different location in the organization.
- b) When the employee's overall accommodation needs or plans are reviewed; and
- c) When the employer reviews its general emergency response policies.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available.

Accessible formats are available upon request.