

	Title: Multi-Year Accessibility Plan
	Written By: Human Resources
	Approved By: Executive Leadership
	Issued: October 2024
	In effect: 2024 to 2028

Multi-Year Accessibility Plan

Introduction

Burnac Group of Companies is committed to ensuring equal access and participation for people with disabilities. We believe in providing an accessible environment that respects the dignity, independence, and rights of people with disabilities. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code.

This Multi-Year Accessibility Plan is an Appendix to our Accessibility Policy. It outlines the company's 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 and fluid document that will be updated at least every five years as the company's accessibility strategy evolves.

The company welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Where this Plan specifies that documents, alternative formats, or communication supports are available upon request, please visit the *Accessibility* link under our website at www.burnacproduce.com.

Multi-Year Accessibility Plan

The Policy affirms Burnac Group of Companies' commitment to ensuring equal access and participation for people with disabilities. The company reviewed the policy, revised it where necessary, and re-issued it to all employees in October 2024.

The company created this Multi-Year Accessibility Plan outlining the Company's phased-in strategy for identifying, removing, and preventing barriers to accessibility. The Plan was reviewed and updated in October 2024.

The Policy and Plan are posted on our corporate website (www.burnacproduce.com) and internally on company communication forums and will be provided in alternate formats upon request. The Plan will be reviewed and updated at least once every five years.

Customer Service Accessibility

Burnac Group of Companies ensures that learning and development ("Training") is provided to every person who interacts with the public on the company's behalf and to all those involved in

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developing the company's policies, procedures, and practices governing the provision of goods or services to the public.

This learning and development include 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 ways that take the person's disability into account. The learning and development are delivered as soon as practicable after hire and on an ongoing basis in connection with providing goods or services to persons with disabilities.

Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from the company's 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.

The company's welcomes 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, or by email or another electronic format.

Accessible Emergency Communication

The company's is committed to providing clients and guests with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Workplace Emergency Response Information

The company will provide individualized workplace emergency response information to employees 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 employee's disability.

The company will provide this information as soon as practicable after becoming aware of the need for accommodation. If an employee who received individualized workplace emergency response information requires assistance, the company will, with the consent of the employee, provide the

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workplace emergency response information to the person designated by the company to aid the employee.

The company will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs, or plans are reviewed and when the company reviews its general emergency response policies.

Accessible Information and Communication

Communication

The company is committed to meeting the communication needs of people with disabilities. Where appropriate, the company will consult with people with disabilities to determine their information and communication needs.

Accessible Websites and Web Content

The company will ensure that all internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

Feedback

The company ensures its process for receiving and addressing feedback is accessible by providing or arranging for the provision of accessible formats and communication supports, upon request.

Feedback will be collected by phone by dialling general inquiries at 905-856-9064, info@burnacproduce.com, and in person at any of Burnac's locations.

Employment

The company is committed to fair and accessible employment practices. This section outlines requirements for the accommodation of persons with disabilities during the recruitment process and throughout the course of employment with the company.

Recruitment

The company will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment and assessment processes and when people are hired.

The company will 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. If a selected applicant requests an accommodation, The

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company will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicant’s accessibility needs.

When making offers of employment, the company will notify the successful applicant of its policies for accommodating employees with disabilities.

Workplace

The company commits to reviewing and, as necessary, modifying existing orientation and onboarding processes to ensure employees are provided information about the company accessibility policy as soon as practicable after employment commences, including a description of the same in the new hire welcome package.

The company posts copies of the AODA policy and plan on all Communication Boards and our internal payroll and HR information system. We are committed to advising 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 employee in a format that takes their accessibility needs into account.

Develop and provide appropriate learning and development to people leaders 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 Process

The company maintains a documented early and safe return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work. The process outlines the steps the company will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Management and Career Development

The company will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement opportunities, or when redeploying employees.

Training (also interchangeably referred to as “learning and development”)

The company provides training on the requirements of the AODA and the Human Rights Code as it relates to persons with disabilities. Training will be provided in a way that best suits the duties and responsibilities of employees and other staff members.

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Company Premises

Accessibility is integrated into all new or redeveloped the company's public spaces in accordance with the criteria established by Ontario's Integrated Accessibility Standards, including but not limited to the following:

Outdoor sidewalks and walkways, including associated ramps, will have a surface that is firm and stable.

Parking will include signed parking spaces and access aisles for persons with disabilities, including van accessible spaces.

Waiting areas with fixed seating will include at least one seating space in which a person using a mobility aid can wait.

Procedures on how to deal with temporary disruptions when accessible elements are not in working order.

General Inquiries

For General Inquiries: 905-856-9064, info@burnacproduce.com and in person at any of Burnac's locations.