

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

*Accessibility for Ontarians with Disabilities Act (AODA), 2021- 2025*

### **Introduction**

The 2021 accessibility plan outlines the policies and actions that Greenstone Meats will put in place to improve opportunities for people with disabilities. The Multi-year Accessibility plan will be modified on a yearly basis to reflect Greenstone Meats's accomplishments in improving our services for those with disabilities, and to maintain compliance with the Integrated Accessibility Standards Regulations (IASR)

### **Statement of Commitment**

Greenstone Meats is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Greenstone Meats welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility policies, Multi-Year Accessibility Plan, and feedback request form are available under "We're Hiring" Careers Section on our website at [www.greenstonemeats.com](http://www.greenstonemeats.com)

### **Accessibility Plan**

A multi-year plan outlines Greenstone Meats's strategy to identify and remove barriers and meet the requirements under the Accessibility Act and Regulations. The Accessibility Plan is available in an accessible format upon request.

The Accessibility Plan will be reviewed and updated every 5 years.

### **Training**

Greenstone Meats provides training to all employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Greenstone Meats takes the following steps to ensure employees are provided with the training needs to meet Ontario's accessible laws.

- Employees receive training with respect to AODA policies and who to contact if they or a customer requires accommodation.
- Employee training is conducted during new hire orientation.
- Employees will be updated or re-trained if there are changes to AODA legislation or policies.
- Training records are tracked and maintained.

## **Information and Communication Standards**

### **a) Feedback**

Greenstone Meats will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, in an appropriate accessible format or communication, upon their request. Greenstone Meats will review its current feedback processes to ensure that it is accessible and will make any changes necessary to ensure compliance with the Integrated Accessibility Standards Regulation (IASR).

### **b) Accessible Websites and Web Content**

Greenstone Meats will ensure that all of its new website and content will be in conformance with Web Content Accessibility Guidelines 2.0.

## **Customer Service Standard**

Greenstone Meats has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer service standards. Greenstone Meats is committed to excellence in serving all customers including persons with disabilities. We have put the customer service policies into practice as required by the Accessibility for Ontarians with Disabilities Act, 2005. Greenstone Meats's Accessible Customer Service Policy outlines our commitment to accessibility for each of the Customer Service Standards.

Greenstone Meats has trained employees on accessible customer service, and has created on-going process to train new hires with regards to the customer service standard.

## **Employment Standard**

### **a) Recruitment**

Greenstone Meats is committed to fair and accessible employment practices. We have taken the following steps to notify the candidates and employees that, when requested, Greenstone Meats will accommodate people with disabilities during the recruitment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

**b) Information for Employees**

Greenstone Meats has taken the following steps to ensure employees know about the Company's policies for supporting employees with disabilities.

- Distribute policies to employees and new hires.
- Post policies on our website.

**c) Processes to Accommodate Employees**

Greenstone Meats will take the following steps to develop individual accommodation plans and return-to-work policies for employee that have been absent due to a disability.

- Outline the steps we will take to help our employees return to work when they need some form of disability-related accommodation to return to work.
- Engage the employee and any 3rd party as needed to return the employee to work with the individual accommodation plans to suit their needs.
- Upon request, provide accessible formats and communication supports to individuals with disabilities.

**Workplace Emergency Response Procedures**

Greenstone Meats will provide individualized workplace emergency response information to employees with disabilities where the disability is such that an individualized information approach is necessary, and Greenstone Meats is aware of the need for accommodation.

On an ongoing and regular basis, and as per the applicable terms of the IASR, Greenstone Meats will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

**Performance Management**

Greenstone Meats will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, in its performance management of such individuals.

**Career Development & Advancement**

Greenstone Meats will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to such individuals.

**Redeployment**

Greenstone Meats will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when re-deploying such individuals.

**Built Standards**

Exterior Paths of Travel, Service Counters and Waiting Areas

Greenstone Meats does not conduct business directly with the public.

Greenstone Meats will ensure that any exterior paths of travel that it constructs or redevelops will meet the built requirements as outlined in the IASR. Greenstone Meats will ensure that contractors performing such construction or redevelopment adhere to such requirements.

**Accessibility Report**

Greenstone Meats will file the next accessibility report as per the required timeline.