

Accessibility Plan and Policies for Gay Lea Foods Co-operative Limited

1. Statement of Organizational Commitment

Gay Lea Foods Co-operative Limited (Gay Lea Foods) 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 (AODA).

2. Accessibility Standards for Customer Service: Ontario Regulation 429/07

Gay Lea Foods launched its Accessibility Standards for Customer Service policy in November 2011 to offer service excellence and fulfil Gay Lea's obligations to the Accessibility Standards for Customer Service; Ontario Regulation 429/07 (the Standard). The policy and its supporting procedures and practices have been developed to comply with the Standard.

3. Accessible Emergency Information

Gay Lea Foods is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

4. Training

Gay Lea Foods is committed to training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. We will create, implement, and record training and training plans to ensure all people receive applicable training in accessibility and accessibility policy.

5. Information and communications

Gay Lea Foods is committed to meeting the communication needs of people with disabilities. All websites and web content currently conforms to WCAG 2.0 Level A. Gay Lea Foods is also committed to meeting WCAG 2.0 Level AA conformance for any public websites and web content published after January 2012, as required by the AODA's Information and Communications Standard, except where this is impracticable.

Gay Lea Foods will ensure that it has accessible ways to receive feedback and respond promptly. Upon request, Gay Lea Foods will provide accessible formats and communications supports for persons with disabilities in a timely manner and will seek to meet the specific needs of the person requesting assistance. Gay Lea Foods will also notify the public, via our website and other public communications platforms, about the availability of accessible formats and communications supports.

6. Employment

Gay Lea Foods is committed to fair and accessible employment practices and to ensuring that the process of finding, obtaining, and keeping a job is as inclusive as possible in order to build an effective workforce. Our Human Resources and Talent Acquisition teams will share our commitment within our postings and throughout the assessment and selection process, including advising new hires of our accommodation related policies. We will update staff on any changes to these policies, as applicable.

We will continue to develop individual accommodation plans and return to work policies for people who have been absent due to disability and ensure a written process is in place to document individualized plans in a clear and consistent manner. In addition, career development, performance management, and redeployment processes/job changes will consider accessibility needs and individual accommodation plans accordingly. Gay Lea Foods commits to preventing and removing accessibility barriers, incorporating accessibility within our regular review of employment policies/materials and relevant procedures.

For more information on this Accessibility Plan or to submit an inquiry, provide feedback concerning accessible services, request an alternative format and/or require communication support, please contact Human Resources and our team will respond to your inquiry as soon as possible.