

## Statement of Commitment

Gwillimdale Farms and its affiliates (hereinafter referred to as “**Gwillimdale**”) are committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations (the “**AODA**”). We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

## Multi-year Accessibility Plan

In compliance with the AODA, Gwillimdale has created a multi-year accessibility plan and has committed to updating it at least once every five years and posted a copy here on our website. Our accessibility plan outlines what steps we have taken to ensure accessibility in our organization, what steps we will take to prevent and remove barriers to accessibility, and provides timelines identifying when we will do so. It is designed to demonstrate Gwillimdale’s commitment to ensuring its accessibility policy and plan applies to all the goods and services we offer to the public or third parties. Our plan is rooted in Gwillimdale’s core values of excellence, innovation, unity, and sustainability. It is in effect from October 1, 2023 to October 1, 2028.

Gwillimdale plans to take the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*.

### General Initiatives

#### *Initiatives Relating to Disruptions:*

Disruption in services may occur from time to time, which may be out of Gwillimdale’s control. In the event of any temporary or permanent disruptions that may impact our facilities, products, or services that persons with disabilities rely on, we commit to making every reasonable effort to ensure advance notice of the disruption is provided. While every effort will be made to provide advance notice, in the event of emergencies or unexpected temporary disruptions, advance notice may not be possible; however, every effort will be made to inform persons accessing our facilities, products or services.

In the event of a disruption, a notification with relevant information on 1) the facilities, products, or services impacted, 2) the reason for the disruption, 3) the anticipated duration of the disruption, 4) any alternative options, if available, will be provided unless it is unknown or unavailable. Furthermore, Gwillimdale will post notices at the main office entrance door on its website via header and social media handles and notify persons when calling to schedule an alternative appointment.

## *Core Values*

Our core values of Excellence, Innovation, Unity, and Sustainability uphold our commitment to ensure the accessibility of our goods and services. They are posted on our website and at all major information boards and offices throughout the company and shared with supervisors and managers who communicate with their teams and departments in order to ensure they are integrated throughout the company's culture and actions. We strive to operate by our core values.

## *Policy Review*

We review all our policies yearly, including our accessibility and accommodation policies. Policy reviews take place in the fall as training is conducted in the winter and early spring. Given our commitment to uphold the AODA, we are currently revamping all our policies to ensure they comply with this legislation. We anticipate that our policy review will be completed by May 2024.

## Information and Communication:

Gwillimdale is committed to meeting all the communication needs of all persons, including persons with disabilities. Two of these information and communication methods include our website and social media platforms.

Gwillimdale's website and web content are in compliance with the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA, which will continue to be updated yearly as required by Ontario's accessibility laws. Gwillimdale is also committed to ensuring all social media platforms communicate all information relevant to our commitment under the AODA when and where applicable, similar to our website.

Furthermore, Gwillimdale will ensure it makes consultation and feedback opportunities available both internally and externally to those affected by our accessibility policy and AODA compliance efforts, and to notify consultation and feedback participants about accessible formats for providing their perspective. Any accessibility and accessible format requests will be addressed in a timely manner, and applicable consultations with the person making the request will occur to ensure the suitability of the format.

## Customer Service Standards

Gwillimdale is committed to ensuring all relevant information and training of employees, contractors, agencies, and third parties (herein referred to as persons) who act on Gwillimdale's behalf or work alongside Gwillimdale Farms. Training occurs yearly and as updates are released, which include but are not limited to accessibility standards, diversity, equity and inclusion, and the Human Rights Code. All persons who receive this information will sign off to verify the time and commitment required to ensure successful completion. Gwillimdale is committed to ensuring the continued and ongoing education of all persons and the opportunities and options available for accommodation.

### Recruitment & Employment:

Gwillimdale is committed to providing an accommodating, accessible and barrier-free environment for all persons. Please be sure to contact our Human Resources department for accommodation requests.

During the recruitment, assessment, interview and selection process, persons are informed that accommodations are available upon request.

All employees are informed that individual accommodation plans and return-to-work plans are available when requested.

Given its commitment to accessibility, Gwillimdale has opened an employment opportunity whereby it is in the process of hiring a Health and Safety and Accessibility Coordinator to oversee health and safety, accessibility and accommodation for those within and outside of the organization.

### Built Environment:

While Gwillimdale has limited public spaces, it is committed to revitalizing and upgrading its main office facilities and customer service area. This renovation project is anticipated to be 5 years in length. Our goal is to ensure plans and renovations meet relevant codes and accessibility standards.

### Feedback Process:

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in an accessible format, please contact Human Resources at [hr@gwillimdalefarms.com](mailto:hr@gwillimdalefarms.com).

Anyone interested in providing feedback to Gwillimdale in regards to the goods and services it provides to persons with disabilities can do so in writing, online via our feedback link, or by telephone. Persons providing feedback, including complaints and recommendations, can expect a response within 10 business days.

### *Contact Information:*

Attention: Human Resources Manager  
Gwillimdale Farms Inc

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