



RDJ Accessibility Policy and Multi-Year Accessibility Plan

Authorized By: R. Taborda

HR 50.4

Issued By: Hanen Ouni

Updated Date: August 9, 2023

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Purpose

RDJ Bakeries strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This policy is to govern how RDJ Bakeries provides services to its stakeholders with respect to the Integrated Accessibility Standards Ontario Regulation 191/11, Accessibility for Ontarians with Disabilities Act (AODA), and the Ontario Human Rights Code as it pertains to persons with disabilities.

Scope

This policy applies to all RDJ Bakeries' employees, customers, vendors, and other stakeholders.

The RDJ Accessibility Policy and Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. Both documents will be posted on the organization's website and will be provided in an accessible format, upon request.

Policy Commitment Statement

RDJ Bakeries is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The organization believes in integration, equal opportunity, access, and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by ensuring compliance with Ontario's accessibility laws and by identifying, preventing and removing barriers to accessibility.

Definitions


Accessibility – The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product, or environment.

Barrier - Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

Disability - Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- a) "Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack

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of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997”.

Policy Detail

General

i. Procuring or Acquiring Goods, Services, or Facilities

RDJ Bakeries will ensure that accessibility criteria and features are incorporated when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. Where it is impracticable to incorporate accessibility criteria and features, RDJ Bakeries will provide an explanation upon request.

ii. Training


RDJ Bakeries is committed to training its stakeholders on Ontario’s accessibility laws, including the AODA and aspects of the Ontario Human Rights Code that relate to persons with disabilities. RDJ Bakeries will ensure that training is provided on information and responsibilities as they relate to specific roles and responsibilities of the stakeholders. RDJ Bakeries maintains training records for all the employees.

New employees will be trained on the first day of employment. All employees will be trained when changes are made to the RDJ Bakeries Accessibility Policy. A refresher training will be organized every year to reinstate the significance of understanding and complying with this policy.

RDJ Bakeries will also ensure that the following individuals confirm they have received AODA training:

- All persons who participate in developing RDJ Bakeries’s policies; and
- all persons who provide goods, services or facilities on behalf of RDJ Bakeries.

RDJ Bakeries provides online training modules to facilitate orientation for all office staff and associates working through staffing agencies on AODA legislation and compliance requirements. All associates are required to view the following training modules:

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1. AODA Legislation
2. Complying with the Customer Service Standard
3. Physical Disability
4. Hearing Disability
5. Visual Disability
6. Speech or Language Disability
7. Learning Disability
8. Mental Health Disability
9. Intellectual / Developmental Disability
10. Integrated Accessibility Standard Regulation (IASR)
11. Ontario Human Rights Code (OHRC)
12. Duty to Accommodate
13. Individual Accommodation
14. Return to Work
15. Employment Standards
16. Workplace Emergency Response Plans
17. Working with Colleagues with Disabilities
18. Information and Communication Standard

Individuals with management responsibilities are required to view an additional AODA and accessibility training module for managers.

RDJ Bakeries-specific AODA policies and procedures are embedded in the training modules.

Information and Communication Standards


i. *Feedback*

RDJ Bakeries will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities. RDJ Bakeries will notify the public about the availability of accessible formats and communications supports related to its feedback process.

ii. *Formats and Communication Supports*

Upon request, RDJ Bakeries will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities. This will occur in a timely manner and will take into account the person’s accessibility needs and request.

RDJ Bakeries will consult with the person making the request when determining the suitability of an accessible format or communication support that meets their needs.

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RDJ Bakeries will notify the public about the availability of accessible formats and communication supports.

iii. *Emergency Procedures, Plans, and Public Safety Information*

For any emergency procedures, plans or public safety information that RDJ Bakeries prepares and makes available to the public, RDJ Bakeries commits to providing this content in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

iv. *Accessible Websites and Web Content*

RDJ Bakeries will ensure that its Internet websites, including web content, conform to the Web Content Accessibility Guidelines (WCAG) 2.0, at level AA except where this is impracticable. Where it is impracticable, RDJ Bakeries will provide an explanation upon request.

Employment Standards

i. General Recruitment, Assessment and Selection Process

RDJ Bakeries will notify candidates under consideration for employment about the availability of accommodation for applicants with disabilities during the recruitment process.

RDJ Bakeries will include the following statement on all job postings and recruitment information:

“RDJ Bakeries is committed to providing accessible employment practices, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Applicants are asked to make accommodation requests to RDJ Bakeries and we will make every effort to ensure that accommodation requests are met throughout the recruitment process.”

RDJ Bakeries will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request. RDJ Bakeries will make every effort to provide accommodations throughout the recruitment, assessment, and selection processes.

If a selected applicant requests an accommodation, RDJ Bakeries will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation that considers the applicant’s accommodation request and accessibility needs.

ii. Notice to Successful Applicants



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When making offers of employment, RDJ Bakeries will notify the successful applicant of its policies for addressing accommodation requests from employees with disabilities.

“RDJ Bakeries is an equal opportunity employer. It is the policy of RDJ Bakeries to provide equal employment opportunity to all qualified persons.

RDJ Bakeries welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.”

iii. Accessible Formats and Communication Supports for Employees

RDJ Bakeries will inform its employees of RDJ Bakeries policies (and any updates or revisions to those policies) used to support employees with disabilities, including policies for providing job accommodations that consider an employee’s accessibility needs. This information will be provided to new employees as soon as practicable after commencing employment.

iv. Workplace Emergency Response Information

RDJ Bakeries will provide individualized workplace emergency response information to employees who request accommodation support from RDJ Bakeries during a workplace emergency. RDJ Bakeries will provide this information as soon as practicable after becoming aware of an accommodation request.


Where the employee requires assistance, and following receipt of consent of the employee, RDJ Bakeries will provide the workplace emergency response information and accommodation support needs to the person designated by RDJ Bakeries to provide assistance to the employee in the event of a workplace emergency.

RDJ Bakeries will review the individualized workplace emergency response information if the employee moves to a different location or position within the organization, and when the employee’s overall accommodation needs or plans or RDJ Bakeries general emergency response policies are reviewed or revised.

v. Documented Individual Accommodation Plans

RDJ Bakeries will maintain a written process for the development of documented individualized accommodation plans for employees with disabilities.

Information regarding accessible formats and communications supports provided by the organization will be included in individual accommodation plans. In addition, the plans
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will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

vi. Return to Work Process

RDJ Bakeries maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps RDJ Bakeries will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

vii. Performance Management, Career Development and Advancement & Redeployment

RDJ Bakeries will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management processes, providing career development and advancement opportunities to employees, or when redeploying employees.

Customer Service Standards

Customer Service Standards are addressed in the separate RDJ Bakeries’ Customer Service Policy.

Related Procedures

The following administrative procedures and forms relate to this RDJ Bakeries policy:

- RDJ Bakeries Accessibility Feedback and Complaints form

Compliance and Enforcement

RDJ Bakeries is committed to ensuring its compliance with all AODA requirements applicable to RDJ Bakeries.

We will train our employees and other stakeholders on accessibility as it relates to their specific roles and ensure that organizations that RDJ Bakeries works with have confirmed that they are AODA compliant.

We will modify or remove any existing RDJ Bakeries policies that do not respect and promote the dignity and independence of people with disabilities.

Cross References / Related Documentation



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- *Accessibility for Ontarians with Disabilities Act* at <https://www.ontario.ca/laws/statute/05a11>
- *Workplace Safety Insurance Act* at <https://www.ontario.ca/laws/statute/97w16>
- *Ontario Human Rights Code* at <https://www.ontario.ca/laws/statute/90h19>

Additional Information

For questions about this policy or accessibility at RDJ Bakeries, contact:

Hanen Ouni

HR Manager

50 High Ridge Court

Cambridge, Ontario N1R 7L3

519-623-4964 X 155

houni@rdjbakeries.ca

Accessibility Feedback and Complaints Form

Feedback regarding accessibility to goods and services and the manner in which RDJ Bakeries employees interact with people is welcome and appreciated. Feedback can be provided by email, by phone, or in person to the RDJ Bakeries Human Resources Department.

Hanen Ouni

HR Manager

50 High Ridge Court

Cambridge, Ontario N1R 7L3

519-623-4964 X 155

houni@rdjbakeries.ca

1. What is your connection with RDJ Bakeries?

Employee

Vendor

Contractor

Visitor

Other _____

2. What aspect of RDJ Bakeries does your feedback relate to? Please describe.

Customer service _____

Information or communication _____



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Website _____

Facility _____

Other _____

3. Were you able to access what you needed or wanted to?

Yes

No

Partially

4. If you responded No or Partially and you experienced difficulty receiving information, goods, or services from RDJ Bakeries, please describe the problems or barrier that you encountered.

5. If you responded Yes and have any additional comments, please share your feedback here.

If you would like someone from RDJ Bakeries to contact you, please provide your contact information.

Name:

Phone:

Email: