
AODA MULTI-YEAR ACCESSIBILITY PLAN

Message from our CEO, James Robertson

Agway Metals is committed to providing a respectful, accessible, and inclusive environment for all stakeholders including our Customers, employees, contractors, visitors, vendors, and guests. We strive for excellence in Customer Service. Providing a barrier-free workplace allows us to continue to serve our mission of being “easier to do business with”.

Our company values the core principles of the *Accessibility for Ontarians with Disabilities Act*. We ensure all employees in our company share this philosophy and champion the goals of inclusivity, independence, and equality both inside the organization and outside in their daily lives.

J. Robertson

James Robertson
President and CEO
Agway Metals Inc.

Introduction

Agway Metals Inc. is committed to providing a barrier-free environment for all stakeholders. It is important to us that everyone feels welcomed into our environment and that everyone can receive the same level of dignified service, regardless of ability.

As a company, we have continuously strived to remove barriers. We provide training on an ongoing basis, we review our commitment to accessibility annually, and we ensure that any new employees are also aware of our commitment.

During the hiring process we ensure that interested candidates understand that accommodations are available upon request.

Agway has renovated our facilities to ensure that they are physically accessible. Our plants and offices in all three locations are accessible to anyone that is granted access into our facility.

Agway metals is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

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The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers (2005-2020)		
Accessibility Requirement	Responsibility	Status
<u>Customer Service</u> To ensure compliance with the customer services standard, Agway reviewed all policies and procedures, updating them as needed, and trains all employees on the Accessible Customer Service Standard and the <i>Human Rights Code</i> . Agway reviews the Customer Service Standards annually to ensure we meet or exceed the requirements.		
Accessibility Standards Policy was developed in 2012.	HR	Complete
Review Accessibility Standards Policy annually since and update as required.	HR President	Complete
Statement of Accessibility posted in front entrance of all locations and on the Health and Safety Notice Boards and is available in alternate format upon request.	HR	Complete
Accessibility Standards Policy posted publicly on company website.	HR Web Administrator	Complete
Customer feedback form is accessible on company website in addition to hard copies at each location. Feedback may be provided by submitting the forms in hard copy (in person or by mail) or electronically (email), as well as completing a form over the phone with an Agway employee. Forms are reviewed by HR to ensure awareness of any potential gaps in customer service and so that Agway can implement changes to ensure a high degree of accessibility.	HR Web Administrator	Complete
Human Resources responded promptly to any customer feedback which required follow-up.	HR	Complete Ongoing

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Section 1. Past Achievements to Remove and Prevent Barriers (2005-2020)		
Accessibility Requirement	Responsibility	Status
Develop a multi-year accessibility plan to communicate Agway's strategy to provide a barrier-free environment for all stakeholders.	HR	Complete
Information and Communications		
Statement of commitment to accessibility posted on company website and at entrances to all locations.	IT Web Administrator HR	Complete
Notification of documents available at the front door of each location.	HR	Complete
Create templates to provide notice of planned, temporary and permanent disruptions to services and the facility.	HR	Complete
Post any service disruptions promptly by posting the disruption in a conspicuous location, such as the main entrance and other locations as applicable, such as company website. Include the duration the disruption is anticipated to last and who to contact for further information.	HR Facilities Manager	Complete
Whenever possible, advise customers of service disruptions in advance of their arrival on site by way of a phone call, email, posting on the company website.	Dependent upon disruption type (HR, Facilities, Shipping, etc.)	Complete Ongoing
Add the times at which an Individual Emergency Response Plan must be reviewed.	HR	Complete
Ensure the company website meets the demands of WCAG 2.0 Guidelines Level A, moving toward level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions).	IT Web Administrator	Complete
Created an Emergency Response Plan in 2011	HR	Complete
Posted the multi-year accessibility plan on the company website.	IT Web Administrator	Complete
Multi-year accessibility plan available in alternate formats (such as electronic or hard copy) upon request.	HR	Complete

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Section 1. Past Achievements to Remove and Prevent Barriers (2005-2020)		
Accessibility Requirement	Responsibility	Status
<u>Employment</u>		
Updated Emergency Response Plan to include emergency plan for employees with disabilities.	HR	Complete
We assess all qualified applicants fairly and without discrimination as it pertains to any of the protected grounds of the <i>Human Rights Code</i> and AODA.	HR Hiring Team	Ongoing
Added an accessibility statement to all job postings and to our website.	HR	Complete
Use the established Return to Work Process to ensure an early and safe return to work for an employee who has been absent from work due to a disability and requires disability-related accommodation upon return. This process is documented and is kept in file in the employee personnel file. In addition to the existing Return to Work Process, an individualized accommodation plan will be developed as part of the return-to-work process for any employee returning to work who requires accommodation due to a disability.	HR	Complete
Develop an agreement and consent form for employees with Individualized Emergency Response Plans to allow the employer to share information pertaining to the individual's plan with the person designated to provide assistance to the employee during an emergency.	HR	Complete
Updated Return to Work Plan Policy to include accommodations when returning to work with a disability.	HR	Complete
Updated Employee Orientation Policy to include accommodation procedures for employees with disabilities during the hiring/onboarding process.	HR	Complete
<u>Training</u>		
Train all incoming employees on AODA and the <i>Human Rights Code</i> within their first 2 days of employment.	HR	Ongoing
AODA is part of our annual policy refreshers.	HR	Ongoing
Re-training on AODA and the Human Rights Code for all employees every 2-3 years.	HR	Ongoing

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Section 1. Past Achievements to Remove and Prevent Barriers (2005-2020)

Accessibility Requirement	Responsibility	Status
All training is available in accessible format and can be delivered in various formats (in-class, e-learning, one-on-one, electronically or in hard copy).	HR	Complete
HR Department has been trained in Mental Health First Aid to better assist an employee with a mental health related disability.	HR	Complete
Records of training are kept on file for all training programs (electronically and in employee training files).	HR	Ongoing

Section 2. Strategies and Actions (2021 - 2026)

Accessibility Requirement	Responsibility	Status
<u>Customer Service</u>		
Agway is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.		
Review Accessibility Standards Policy and Statement of Accessibility annually.	President & HR	Ongoing
Train all new staff on AODA and the <i>Human Rights Code</i> within the first 1-2 days of employment. Provide refresher training to staff every 2-3 years.	HR	Ongoing
Post Accessibility Standards Policy publicly on company website.	IT Web Administrator	In Progress
Post customer feedback form on company website to allow customers to submit feedback electronically.	IT Web Administrator	In Progress
Human Resources to respond promptly to any customer feedback requiring follow up.	HR	Ongoing

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Section 2. Strategies and Actions (2021 - 2026)		
Accessibility Requirement	Responsibility	Status
<u>Information and Communications</u> Agway Metals is committed to making our information and communications accessible to people with disabilities.		
Make all documents available electronically and in print.	HR	Ongoing
Post any service disruptions promptly by posting the disruption in a conspicuous location, such as the main entrance and other locations as applicable, such as company website. Include the duration the disruption is anticipated to last and who to contact for further information.	HR Facilities Manager	Ongoing
Continue to update company website to comply with the WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions) by January 1, 2021.	IT Web Administrator	Complete
Update company website to comply with WCAG 2.0 Level AA in future as other requirements as they are phased in.	IT Web Administrator	Complete
<u>Employment</u> Agway is committed to fair and accessible employment practices.		
Assess all qualified applicants fairly and without discrimination as it pertains to any of the protected grounds of the <i>Human Rights Code</i> and AODA.	HR Hiring Team	Ongoing
Use the established Return to Work Process to ensure an early and safe return to work for an employee who has been absent from work due to a disability and requires disability-related accommodation upon return. This process is documented and is kept on file in the employee personnel file. In addition to the existing Return to Work Process, an individualized accommodation plan will be developed as part of the return to work process for any employee returning to work who requires accommodation due to a disability.	HR	Ongoing
Add to all offers of employment, details of Agway's policy for accommodating employees with disabilities.	HR	Ongoing

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Section 2. Strategies and Actions (2021 - 2026)		
Accessibility Requirement	Responsibility	Status
Update orientation slideshow to inform employees of supports available regarding disabilities (policies, procedures pertaining to accommodating an employee's accessibility needs on the job, due to disability). Also include who the employee should contact for assistance with an individual accommodation plan (Human Resources).	HR	In Progress
Develop a written process for the development of documented individual accommodation plans for employees with disabilities.	HR	In Progress
<u>Training</u> Agway is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario <i>Human Rights Code</i> as it applies to people with disabilities.		
Train new employees within their first 1-2 days of employment on the requirements under the AODA and the <i>Human Rights Code</i> .	HR	Ongoing
Provide re-training to employees on AODA and the <i>Human Rights Code</i> every 2-3 years.	HR	Ongoing
Ensure training is available in accessible formats.	HR	Ongoing
AODA is included as part of our annual policy refreshers.	HR	Ongoing
Maintain records of training for all training programs (electronically and in employee training files)	HR	Ongoing
<u>Other</u>		
Complete mandatory accessibility compliance report every 3 years.	HR	Pending
Review the multi-year accessibility plan at least once every five years. Next review will be in 2025, or as required before then.	HR	Pending

For more information on this accessibility plan, or to request standard and accessible formats of this document free of charge, please contact:

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Our accessibility plan is publicly posted at agwaymetals.com