



## **OUR ACCESSIBILITY COMMITMENT**

McCain Foods (Canada), a division of McCain Foods Limited ("McCain Canada"), is committed to providing an accessible and inclusive environment for all individuals as set out in the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

McCain Canada will take steps to ensure it treats anyone with a disability in a manner that respects their dignity and independence. McCain Canada will make every reasonable effort to ensure that its policies, practices and procedures respecting accessibility will be consistent with the principles of independence, dignity, integration and equality of opportunity, as set out in the AODA.

## **AVAILABILITY OF DOCUMENTS**

Copies of McCain Canada's policies developed and implemented to meet the requirements of AODA are available upon request. If required to provide a copy of our policies to a person with a disability, McCain Canada will provide the person with the policies or the information contained in the policies in an accessible format that takes the person's disability into account, and as agreed upon by McCain Canada and such person.

## **MULTI-YEAR ACCESSIBILITY PLAN**

This Multi-Year Accessibility Plan ("Plan") outlines McCain Canada's compliance with AODA, strategy to prevent and remove barriers to address the current and future requirements set out under the Integrated Accessibility Standards Regulation made under AODA, and how McCain Canada will meet the AODA accessibility standards. McCain Canada is committed to fulfilling its requirements under AODA and making its workplace, premises and services accessible to all Ontarians up to the point of undue hardship.

## **CUSTOMER SERVICE STANDARD**

McCain Canada strives to provide goods and services in a way that respects the dignity and independence of persons with disabilities. McCain Canada is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same goods and services, in the same place and in a similar way as other clients.

In fulfilling its commitment to these customer service related objectives, McCain Canada has developed a policy governing our provision of goods and services to persons with disabilities, will continue to provide training on accessibility and client service standards to all new Ontario based employees, volunteers, persons who participate in developing McCain Canada's policies and all other persons who provide goods, services or facilities on behalf of McCain Canada; will review and update policies regularly to ensure accessible client service, notify customers of these policies and provide copies in accessible formats on request; and will review client feedback and take appropriate action.

## **OTHER INTEGRATED ACCESSIBILITY STANDARDS**

### **PART 1 - General Requirements**

This Plan and our Accessibility Standards Policy affirms McCain Canada's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that it will achieve accessibility. It outlines McCain Canada's strategy for identifying, removing and preventing barriers to accessibility and meeting the requirements under the Integrated Accessibility Standards Regulation. This Plan is available upon request and can be provided in alternate formats upon request. This Plan will be reviewed and updated at least once every five years.

In fulfilling its commitment to provide ongoing training, McCain Canada will ensure that all Ontario-based employees, volunteers, persons who participate in developing McCain Canada's policies and all other persons who provide goods, services or facilities on behalf of McCain Canada are trained on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation and on Ontario's *Human Rights Code* as it pertains to persons with disabilities. McCain Canada will also:

- Maintain a record of the training
- Ensure that new employees are trained as part of their on-boarding and all other required personnel are trained as soon as practicable
- Provide updates on any changes to McCain Canada's policies on an ongoing basis

### **PART 2 - Information and Communications Standards**

McCain Canada will follow best practices when developing, implementing, and maintaining information and communications strategies and products to ensure that information and communications are available and accessible to people with disabilities. The goal is to achieve the most effective and efficient access to information for all users.

In fulfilling its commitment to follow best practices in relation to communication and information strategies, McCain Canada:

- has a feedback process that is available on its website
- has provided information to all staff regarding the availability of communications in accessible formats
- continues to notify the public that accessible formats and communication support are available, including during the recruitment process
- upon request, will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs (including in regard to McCain Canada's feedback process), and as agreed upon by McCain Canada and such person

McCain Canada's Accessibility Standards Policy outlines, in part, the process for requesting accessible formats and communication supports. A copy of this Policy is available upon request and can be provided in alternate formats upon request.

## **Accessible Websites and Web Content**

McCain Canada will ensure that our websites and web content meet the requirements of the AODA standard, and will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and increasing to Level AA.

McCain Canada is currently undergoing an assessment and relaunch of its website(s) with the consideration of the WCAG 2.0 requirements. McCain Canada is establishing a course of action and timelines to achieve web accessibility, based on the results of the assessment and compliance with the legislation. McCain Canada intends to complete this initiative and launch the new website by December 2019.

## **PART 3 - Employment Standards**

McCain Canada is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities. McCain Canada notifies its employees and the public about the availability of accommodation for applicants with disabilities in job postings for vacant positions in Ontario, and during our recruitment and selection processes in Ontario.

In fulfilling its commitment to providing inclusive and accessible employment practices, McCain Canada maintains an Accessibility Standards Policy that outlines, in part, the process for requesting accessible formats and communication supports. Further, McCain Canada will:

### **Evaluation and Review of Barriers**

- Continue to review and evaluate its employment practices and identify potential barriers to employment, including without limitation:
  - Methodology for advising of potential job opportunities
  - Identification of barriers that may arise during the interview process

### **Recruitment, Assessment or Selection Process & Notice to Successful Applicants**

- During the recruitment process, continue to inform job applicants who are selected for assessments or interviews that accommodations are available upon request in relation to the materials or processes to be used
- Consult with an applicant requesting accommodation in order to provide or arrange for suitable accommodation that takes into account the applicant's accessibility needs
- When extending offers of employment, continue to notify successful applicants of McCain Canada's policies for supporting employees with disabilities, including policies on accommodating employees with disabilities

### **Informing Employees of Supports**

- Continue to inform employees of McCain Canada's policies (and any updates to those policies) for supporting employees with disabilities, including providing employment-related accommodations
- Continue to provide this information to new employees during the orientation process
- Continue to provide Workplace Emergency Response Information
- Continue to inform employees that their privacy will be respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent

## **Accessible Formats and Communication Supports for Employees**

When requested by an employee, consult with the employee to provide or arrange for the provision of suitable accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job effectively
- Information that is generally available to employees in the workplace

## **Documented Individualized Accommodations Plans**

- Maintain its written process for the development of documented individual accommodation plans for employees with disabilities
- Ensure individual accommodation plans are determined for employees with disabilities taking into consideration:
  - How an employee requesting accommodation can participate in the development of their individual accommodation plan
  - How the employee will be assessed on an individual basis
  - How McCain Canada can request an evaluation by an outside medical or other expert, at McCain Canada's expense, to assist them in determining if and how accommodation can be achieved
  - The steps taken to protect the privacy of the employee's personal information
  - The frequency and manner in which the individual accommodation plan will be reviewed and updated
  - If an individual accommodation plan is denied, how the reasons for the denial will be provided to the employee
  - How the individual accommodation plan will be documented taking into account the employee's accessibility needs due to disability
- Ensure individual accommodation plans:
  - If requested, include information about accessible formats and communication supports provided
  - If required, include individualized workplace emergency response information
  - Identify other accommodations to be provided
- Confirm to employees that:
  - All accommodation plans are private
  - Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed

Train employees on the duty to accommodate, the accommodation process, how to support the accommodation process and how to access information and assistance

## **Return to Work**

- Continue to offer a return to work process for employees who have been absent from work because of a disability and require disability-related accommodations to return to work (which includes working in conjunction with a third-party service provider)
- Maintain its return to work process in writing
- Implement, as a part of the return to work process, a method of determining the essential job tasks or job functions and determining the method of accommodating the employee so that the employee can perform the essential duties of the position (with or without accommodation or the use of individual accommodation plan as the situation may arise)
- Ensure the return to work process outlines the steps McCain Canada will take to facilitate an employee's return to work

- Ensure managers understand the accommodations being made as well as the privacy/communication concerns and agreements around the return to work accessibility requirements

### **Performance Management**

- Take into account the accessibility needs of employees with disabilities and any individual accommodation plans with regard to performance management, including providing performance plans in accessible formats
- Review existing performance management processes to ensure that accessibility is built into the process

### **Career Development and Advancement**

- Continue to take into account the accessibility needs of employees with disabilities and any individual accommodation plans with regard to career development and advancement, including when providing coaching and feedback

### **Redeployment**

- Continue to take into account the accessibility needs and individual accommodation plans of employees with disabilities when they are reassigned to other departments or jobs.

### **CONTACT INFORMATION**

If you have any questions regarding this Plan or wish to provide feedback, please contact us:

**Canadian Mailing Address**

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