Halenda's Fine Foods Limited Comprehensive Accessibility Policy under AODA / IASR

Effective Date: September 2025
Review Date: September 2028
Approved by: Pragya Ban, Human Resources Manager

1. Purpose

Halenda's Fine Foods Limited is committed to fostering an inclusive, barrier-free environment for all employees, clients, customers, and visitors. This policy outlines how the organization meets its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11, IASR). It reflects the latest accessibility requirements in Ontario as of 2025.

2. Scope

This policy applies to all employees, volunteers, contractors, suppliers, customers, and third parties engaged with Halenda's Fine Foods Limited in Ontario. It covers accessibility in the areas of:

- Employment and recruitment processes
- Information and communications
- Customer service
- Physical spaces and facilities
- Procurement and self-service technologies

3. General Requirements

The Company maintains policies and procedures to meet AODA requirements and provides these in accessible formats upon request. A Multi-Year Accessibility Plan (MYAP) will be established, maintained, and reviewed at least every three years. This plan outlines strategies to identify, prevent, and remove barriers to accessibility and will be made publicly available.

4. Training

All employees, volunteers, contractors, policy developers, and service providers acting on behalf of the Company will receive training on the AODA, IASR, and the Ontario Human Rights Code as it relates to persons with disabilities. Training records will be maintained, and refresher training will be provided upon policy or legislation changes.

Important note: ***This document does not create a contract of employment or a contract for any specific term or condition of employment between the Company and an employee. The Company reserves the right to make changes to or discontinue company policies from time-to-time.***

5. Customer Service Standard

The Company is committed to providing accessible customer service that respects the dignity and independence of persons with disabilities.

- Communication: We will communicate with individuals in a way that considers their disability and preferred method of communication.
- Assistive Devices: Persons with disabilities may use their own assistive devices when accessing our services. Staff will assist as required, ensuring safety and accessibility.
- Service Animals: Service animals are welcome in all areas open to the public unless prohibited by law. Verification may be requested if not apparent.
- Support Persons: Individuals with disabilities may be accompanied by a support person. Consent will be obtained when confidential information is discussed.
- Disruptions in Service: In the event of a disruption, notice will be posted on the website, phone system, and premises, outlining reasons, duration, and alternatives.

6. Feedback Process

Halenda's Fine Foods Limited is committed to providing goods, services, and facilities in a way that respects the dignity and independence of all individuals, including persons with disabilities.

Providing Feedback:
Feedback may relate to customer service, communication, the physical environment, or any other accessibility matter. Feedback can be submitted in the following ways:

- **By email:** pragya@halendasmeats.com
- **By phone:** 905-576-6328 ext. 251
- **In person:** At any Halenda's Fine Foods retail location
- **By mail:**
  Halenda's Fine Foods Limited
  915 Nelson Street, Oshawa, ON, L1H 5N7

Alternate formats and communication supports are available upon request.

Handling of Feedback and Complaints:

- All feedback, including complaints, will be directed to the Human Resources Manager.
- Feedback will be acknowledged within five (5) business days.
- If a complaint is received regarding the accessibility of our goods, services, or facilities, Halenda's Fine Foods Limited will:
  - Review the complaint to understand the nature of the issue.
  - Investigate the concern promptly and fairly.
  - Determine and implement appropriate corrective or preventive actions.

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- Communicate with the individual who submitted the feedback to explain the findings and actions taken.
- Follow up, where applicable, to confirm the matter has been resolved satisfactorily.

Confidentiality:
All feedback will be handled confidentially and used solely to improve accessibility. Personal information will be managed in accordance with applicable privacy legislation.

Availability:
Halenda's Fine Foods Limited notifies the public that documents related to accessible customer service are available upon request. A notice of this availability is posted at our head office reception (915 Nelson Street, Oshawa, ON) and at all Halenda's Fine Foods retail store locations, where printed copies of the Accessibility Policy and Accessible Feedback Process can be requested.

Upon request, Halenda's Fine Foods Limited will provide these documents in an accessible format or with appropriate communication supports, at no additional cost. We will consult with the individual making the request to determine the most suitable format or communication support and will provide the accessible version in a timely manner.

7. Information and Communication Standards

The Company ensures information is accessible upon request in alternate formats such as large print, audio, or electronic formats. All websites, digital content, and applications conform to WCAG 2.0 Level AA, with ongoing efforts to align with WCAG 2.2.

8. Employment Standards

Halenda's Fine Foods Limited is committed to equitable employment practices and will provide accommodations for applicants and employees with disabilities. This includes accessible recruitment, individualized accommodation plans, and accessible performance management, career development, and redeployment processes.

9. Workplace Emergency Response Information

9.1 Individualized Workplace Emergency Response Plans (WERPs) for Employees:

- Employees requiring assistance during emergencies will have individualized emergency response plans.
- These plans will be developed in consultation with the employee and reviewed whenever circumstances change.
- **Sharing with Designated Helpers:**

- With the employee's consent, Halenda's Fine Foods Limited will provide the individualized emergency response information to the person(s) designated to assist the employee during an emergency, in a timely and safe manner.
- Employees will be informed of who will receive the information, their responsibilities, and how confidentiality will be maintained.
- All emergency information shared with designated persons will be used solely for the purpose of assisting the employee in an emergency.

9.2 Emergency Procedures and Public Safety Information for the Public:

- Halenda's Fine Foods Limited makes emergency procedures, plans, and public safety information available to the public at retail locations and on the company website.
- Upon request, this information will be provided in accessible formats or with appropriate communication supports (e.g., large print, braille, audio, or electronic formats) as soon as practicable.
- Notices indicating the availability of accessible formats and communication supports are included in this policy and posted next to any emergency information displayed in public areas.

10. Procurement and Self-Service Technologies

We incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

11. Design of Public Spaces

During construction or significant renovations, Halenda's Fine Foods Limited will comply with the AODA's Design of Public Spaces standards, ensuring accessibility in areas such as entrances, parking, and waiting areas.

12. Accessibility Compliance Reporting

The Company will file required accessibility compliance reports with the Government of Ontario every three years and make them available to the public.

13. Accountability and Review

Senior leadership is responsible for ensuring this policy's implementation and compliance. The policy will be reviewed every three years or sooner in response to legislative or organizational changes.

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14. Availability of Policy

This policy and related documents are available in accessible formats upon request.

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