



AODA ACCESSIBILITY POLICY AND MULTI-YEAR ACCESSIBILITY PLAN

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PURPOSE

Sofina Foods Inc. and the Sofina group of companies are committed to respectfully treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner by implementing accessibility requirements under applicable accessibility legislation, such as the Accessibility for Ontarians with Disabilities Act (the “AODA”) or as indicated by other provincial legislation as appropriate for our locations outside of Ontario.

ACCESSIBILITY PLAN AND POLICY FOR SOFINA FOODS INC.

This accessibility plan and policy outlines the commitments and actions that Sofina Foods Inc. will put in place to improve opportunities for people with disabilities. This plan and policy address the applicable areas of the Integrated Accessibility Standards (O. Reg. 191-11) under the AODA.

To request our Customer Service Policy, please contact our Communications Department at: communications@sofinafoods.com or contact our Customer Service line at 1-888-588-1931 ext. 397.

Accessible Emergency Information

Sofina Foods Inc. is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Sofina Foods Inc. will provide training to employees on applicable accessibility laws and on the Human Rights legislation as it relates to people with disabilities. Training will be provided in a way that best suits the duties of those employees. Sofina Foods Inc. will ensure that appropriate records are kept of all AODA training provided to employees.

Sofina Foods Inc. will take the following steps to ensure employees are provided with the training needed to meet applicable accessibility laws by **July 28, 2025**:

- Ensure all employees are aware of this policy and how it applies to them and their interactions with any individuals with disabilities
- Include an accessibility section in the new hire orientation program

Information and Communications

Sofina Foods Inc. is committed to meeting the communication needs of people with disabilities. In order to do so, we will consult with people with disabilities who identify a specific need to determine their information and communication needs.

Sofina Foods Inc. will take the following steps to make all new websites and content on those websites conform to WCAG 2.0, Level A by **July 28, 2025**:

- Communicate accessibility standards with respect to new websites and major content changes to internal parties responsible for these areas and associated external third parties

Sofina Foods Inc. will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **July 28, 2025**:

- Identify and review our customer complaint line and website feedback processes to ensure that people with disabilities are able to communicate with Sofina Foods Inc. and provide the relevant training to the individuals that are assigned to the customer service department and website

Sofina Foods Inc. took the following steps to make sure all publicly available information is made accessible upon request:

- Ensure website and consumer website identify how to contact us to declare their communication accessibility needs

Sofina Foods Inc. will take the following steps to make all websites and content conform to WCGA 2.0, Level AA by **July 28, 2025**:

- Communicate accessibility standards with respect to websites to internal parties responsible for these areas and associated external third parties

Sofina Foods will take the following steps in the event of a temporary disruption:

- In the event of a temporary disruption impacting our services or facilities, we shall provide notice of this disruption to the public, which will include the reason for the disruption, its' anticipated duration and a description of alternative facilities or service, if available.
- To request additional information regarding a temporary disruption, please contact our Communications Department at: communications@sofinafoods.com.

Employment

Sofina Foods Inc. is committed to fair and accessible employment practices. As outlined in our Disability Accommodation Policy, Sofina Foods Inc. and all of its subsidiary companies (collectively the "Company") is committed to accommodating employees with disabilities contingent upon their individual restrictions, limitations and capabilities and the availability of safe, suitable employment.

The purpose of the Disability Accommodation Policy is to ensure that all employees of the organization are aware of their rights and responsibilities with respect to accommodation under applicable provincial human rights legislation and to set out the Company's procedure for accommodation and the responsibilities of all relevant parties to the accommodation process.

The purpose of accommodation is to provide eligible employees with suitable, safe work within their restrictions and limitations and to reduce the economic, social and human costs of work disability to affected employees.

All eligible employees who are, through occupational or non-occupational illness/injury, unable to return to Regular Duties, will be considered for work accommodation up to the point of undue hardship on the company.

We took the following steps to notify the public and current employees that, when requested, Sofina Foods Inc. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Ensure Human Resources and hiring managers are informed of our accessibility policy and how to deal with accessibility requests from applicants
- Ensure recruitment and selection tools including screening tests and our applicant tracking system are available in an accessible format when requested
- Ensure external job postings/advertisements include Sofina's commitment to consider individuals with disabilities in the recruitment and selection process

Sofina Foods Inc. took the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work guidelines and processes for employees that have been absent due to a disability:

- Provide training to individuals that will create accommodation plans and return-to-work policies
- Establish a process to deal with the escalation of complex disability cases in which medical resources may need to be consulted
- Provide training to supervisors on the topics of duty to accommodate, roles and responsibilities and return to work process

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Sofina Foods Inc. is using performance management, career development and redeployment processes:

- Provide training to Human Resources and supervisors on performance management, career development and redeployment regarding how to ensure accessibility needs of employees with disabilities are considered

Sofina Foods Inc. will take the following steps to prevent and remove other accessibility barriers identified:

- Establish a process with internal affected parties to review barriers to accessibility and consider accommodation options

FEEDBACK PROCESS

For more information regarding this accessibility plan and policy or to request an accessible format of this document, please contact our Communications Department at: communications@sofinafoods.com or contact our Customer Service line at 1-888-588-1931 ext.397.

APPROVERS	Title
Ryan L'Abbe	Senior Vice-President, People and Culture

Version	Date	Summary of Changes
V 1.0	April 2014	Initial AODA Policy
V 2.0	June 2025	Updated Policy