FLORADALE
FEED MILL LIMITED

ACCESSIBILITY PLAN

Overview:

Floradale Feed Mill Ltd. (FFM) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities 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. We will do so by removing and preventing barrier to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and Ontario's accessibility laws.

Floradale Feed Mill Ltd. is committed to excellence in serving and providing goods, services or facilities to all customers including people with Disabilities. Our accessible customer service policies are consistent with the principals of independence, dignity, integration, and equality of opportunity for people with disabilities.

Scope: This policy applies to all employees, contractors, volunteers, and any other individuals who provide services on behalf of Floradale Feed Mill Ltd.

General:

Our commitment to inclusion and accessibility incorporates a feedback process so that employees and members of the public can share their ideas and input with us. To provide feedback on accessibility, use one of the contact methods below.

If you require support while providing feedback, let us know, and we will do our best to meet your needs. If you provide your contact information, we are committed to responding to your feedback in a timely manner and in the format that we receive it. You may also choose to provide feedback anonymously.

Contact: Senior Human Resources Manager
Email: christineh@ffmltd.com
Phone Number: 519-669-5478
By Mail: 2131 Floradale Road, Floradale, ON N0B 1V0

Reporting on Our Plan: As required by the Accessible Canada Act, we will publish a status report every year that shows our progress against our commitments. We will review and update our accessibility plan every three years.

This Accessibility Plan is offered in any of the following formats upon request:

- Print

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- Large Print
- Audio
- Brailee
- Electronic

Consultations: FFM consulted with its employees and employees with disabilities in preparation of this Accessibility Plan.

Accessibility Standards: Floradale Feed Mill Ltd. will comply with the accessibility standards set out in the Integrated Accessibility Standards Regulation (IASR) and the Accessibility Standards for Customer Service Regulation. These standards include:

1. **Employment**
2. **The Built Environment**
3. **Information and Communication Technologies**
4. **Communication, other then ICT**
5. **The Procurement of Goods, Services, and facilities.**
6. **Training**
7. **Transportation**

1. **Employment:**
    - Ensure equal opportunities for persons with disabilities in all aspects of employment.
    - Provide reasonable accommodations during the hiring process and throughout employment.
    - Implement policies to prevent discrimination based on disability.
    - Offer training and awareness programs to promote inclusivity and sensitivity among employees.
    - Regularly review and update employment practices to ensure compliance with accessibility standards and regulations.

2. **The Built Environment:**
    - Ensure all physical spaces are designed and constructed to be accessible to individuals with disabilities.
    - Implement measures to remove barriers for employees with disabilities.
    - Provide accessible parking spaces, ramps, office equipment for employees with disabilities.
    - Regularly inspect and maintain the built environment to ensure accessibility standards are upheld.

3. **Information and Communication Technologies (ICT):**
    - Develop and maintain digital platforms and technologies that are accessible to individuals with disabilities.

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- Ensure websites, software, and applications comply with accessibility standards such as WCAG (Web Content Accessibility Guidelines).
- Provide assistive technologies and alternative formats for individuals with diverse needs.
- Train staff on creating accessible digital content and using accessible ICT tools.

4. **Communication (Other then ICT):**
   - Ensure all forms of communication, including written, verbal, and visual are accessible to individuals with disabilities.
   - Provide alternative formats for printed materials, such as braille or large print.
   - Train staff on effective communication techniques with individuals with different disabilities.
   - Utilize accessible communication devices and technologies where necessary.

5. **The Procurement of Goods, Services, and Facilities:**
   - Incorporate accessibility requirements into procurement processes for goods, services, and facilities.
   - Specify accessibility criteria in contracts and agreements with vendors and suppliers.
   - Prioritize the procurement of accessible products and services.
   - Regularly assess and monitor suppliers' compliance with accessibility standards.

6. **Training:**
   - Offer training programs on accessibility and disability awareness to all employees.
   - Provide specialized training for staff members involved in recruitment, customer service, and technology development.
   - Include accessibility training as part of onboarding processes for new employees.
   - Encourage ongoing learning and development opportunities related to accessibility and inclusion.

7. **Transportation:**
   - This section is not applicable to FFM Ltd. as Floradale does not provide transportation services to passengers.

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ACCESSIBILITY PLAN - PROGRESS REPORT #1

Reporting Period: 2025

Floradale Feed Mill Ltd. remains committed to creating and maintaining an accessible and inclusive workplace for employees, customers, suppliers, and visitors. Since the implementation of our Accessibility Plan in April 2024, the following progress has been made toward meeting our accessibility commitments under the Accessibility for Ontarians with Disabilities Act (AODA).

1. Employment:

Completed:

- Continued to provide accommodation throughout the recruitment and employment process when requested.
- Maintained return-to-work and accommodation procedures for employees requiring workplace accommodations.
- Ensured all employees were treated fairly and equitably regardless of disability status.

Ongoing:

- Review accommodation procedures annually to ensure effectiveness and compliance.
- Continue to assess workplace barriers and identify opportunities for improvement.

2. Built Environment

Completed:

- Conducted reviews of office and production facilities to identify accessibility barriers.
- Maintained accessible parking spaces at main building entrance.
- Ensured employees requiring accommodations have access to appropriate office equipment and workspace modifications when necessary.

Ongoing:

- Continue evaluating facilities during maintenance and renovation projects to improve accessibility where practical.
- Consider accessibility requirements during future building upgrades and expansions.

3. Information and Communication Technologies (ICT)

Completed:

- Ensured company websites and electronic communications are reviewed for accessibility considerations.
- Provided electronic versions of company policies and documents upon request.
- Continued to use software systems that support accessibility features where available.

Ongoing:

- Review digital platforms and communications to identify opportunities for enhanced accessibility.
- Continue monitoring accessibility requirements for websites and electronic communications.

4. Communication (Other than ICT)

Completed:

- Established a process for receiving and responding to accessibility feedback through multiple communication channels.
- Made accessibility-related documents available in alternative formats upon request. Communicated accommodation availability to employees and external stakeholders when required.

Ongoing:

- Continue providing information in accessible formats and communication supports upon request.
- Continue educating employees on effective communication practices.

5. Procurement of Goods, Services and Facilities

Completed:

- Suppliers and contractors are expected to comply with applicable accessibility legislation and standards.

Ongoing:

- Continue evaluating accessibility features when purchasing goods, services, and equipment.
- Further formalize accessibility considerations within procurement processes and documentation.

6. Training

Progress Update:

Accessibility and AODA training was identified as a priority within the Accessibility Plan. During the current reporting period, the organization focused resources on several major business initiatives, including operational and system implementation projects. As a result, the planned accessibility training were deferred and were not completed during this reporting period.

Ongoing:

- Schedule accessibility and AODA training will be provided to employees, supervisors, and managers as required.
- Provide refresher training as required.
- Ensure new employees receive accessibility training.
- Accessibility awareness to be included in employee onboarding processes.
- Human Resources maintains records of accessibility training completion.

7. Transportation

This section remains not applicable as Floradale Feed Mill Ltd. does not provide transportation services to passengers.

Feedback and Consultation

Since the implementation of this plan, Floradale Feed Mill Ltd. has continued to maintain a process for receiving feedback regarding accessibility. Employees and members of the public may provide feedback through email, telephone, mail, or in person. Feedback received is reviewed and addressed as appropriate.

Future Priorities (2026-2029)

Floradale Feed Mill Ltd. will continue to:

- Review accessibility policies and procedures regularly.
- Assess physical and digital environments for accessibility improvements.
  Provide accommodation and support for employees and applicants with disabilities.
- Ensure ongoing compliance with AODA requirements.
- Promote and train on awareness and understanding of accessibility throughout the organization.
- Consider accessibility requirements in future projects, renovations, technology upgrades, and procurement activities.

Conclusion

Floradale Feed Mill Ltd. is committed to continuous improvement in accessibility and inclusion. We will continue to identify, remove, and prevent barriers while fostering an environment where all individuals are treated with dignity, independence, integration, and equality of opportunity.

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ACCESSIBILITY PLAN – PROGRESS REPORT #2

Floradale Feed Mill Ltd.
Reporting Period: 2026

Introduction

Floradale Feed Mill Ltd. remains committed to creating and maintaining an accessible and inclusive workplace for employees, customers, suppliers, and visitors. Since the implementation of our Accessibility Plan in April 2024, the organization has continued to work toward identifying, preventing, and removing accessibility barriers in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA).

This Progress Report outlines the progress made toward the commitments identified in the Accessibility Plan, as well as ongoing initiatives and priorities for the organization.

Timing of Progress Report

This Progress Report is being submitted later than originally anticipated. During the reporting period, Floradale Feed Mill Ltd. was managing several significant operational and organizational initiatives, including major system implementation and business process projects. These initiatives required substantial organizational resources and attention from management and Human Resources.

As a result, the review and preparation of the Accessibility Progress Report was delayed. The organization recognizes the importance of maintaining its accessibility reporting commitments and has incorporated the completion and review of accessibility-related requirements into its ongoing Human Resources and compliance activities.

Despite the delay in reporting, Floradale Feed Mill Ltd. continued to maintain its accessibility and accommodation practices throughout the reporting period.

1. Employment

Completed / Ongoing Progress

- Continued to provide accommodation throughout the recruitment and employment process when requested.
- Maintained return-to-work and accommodation procedures for employees requiring workplace accommodations.
- Considered individual accommodation needs on a case-by-case basis.
- Continued to ensure employees are treated fairly and equitably regardless of disability.
- Provided workplace modifications, alternative arrangements, and other accommodation measures where appropriate and required.
- Continued to assess workplace barriers and identify opportunities for improvement.

Ongoing

- Review accommodation procedures regularly to ensure they remain effective and compliant with applicable legislation.
- Continue to assess workplace practices and identify potential accessibility barriers.
- Continue to provide accommodation throughout the employment lifecycle, including recruitment, onboarding, employment, and return-to-work processes.
- Continue to ensure managers and supervisors understand their responsibilities relating to workplace accommodation.

2. Built Environment

Completed / Ongoing Progress

- Continued to review office and production facilities for potential accessibility barriers.
- Maintained accessible parking spaces at the main building entrance.
- Ensured employees requiring accommodation have access to appropriate office equipment and workspace modifications when necessary.
- Considered accessibility requirements when addressing facility, workspace, and operational needs.

Ongoing

- Continue evaluating facilities during maintenance, renovation, and improvement projects to identify opportunities to improve accessibility where practical.
- Consider accessibility requirements during future building upgrades and expansions.
- Address identified accessibility barriers where reasonably practicable and appropriate to the organization's facilities and operations.

3. Information and Communication Technologies (ICT)

Completed / Ongoing Progress

- Continued to consider accessibility when developing and distributing electronic communications and company information.
- Provided electronic versions of company policies and documents upon request.
- Continued to use software systems that support accessibility features where available.
- Continued to consider accessibility requirements when implementing or upgrading technology and business systems.

Ongoing

- Review digital platforms and communications to identify opportunities for enhanced accessibility.

- Continue monitoring applicable accessibility requirements for websites and electronic communications.
- Consider accessibility when evaluating new technology, software, and electronic communication systems.

4. Communication – Other Than ICT

Completed / Ongoing Progress

- Maintained a process for receiving and responding to accessibility feedback through multiple communication channels.
- Made accessibility-related documents available in alternative formats upon request.
- Continued to provide communication supports and accommodations where required.
- Communicated the availability of accommodation and accessible communication supports to employees and external stakeholders when appropriate.

Ongoing

- Continue providing information in accessible formats and communication supports upon request.
- Continue educating employees, supervisors, and managers on effective and respectful communication practices.
- Continue to respond to accessibility requests and feedback in a timely and appropriate manner.

5. Procurement of Goods, Services and Facilities

Completed / Ongoing Progress

- Continued to consider accessibility requirements when purchasing goods, services, equipment, and facilities where applicable.
- Suppliers and contractors are expected to comply with applicable accessibility legislation and standards.
- Accessibility considerations continue to be incorporated into purchasing decisions where applicable to the goods, services, or facilities being acquired.

Ongoing

- Continue evaluating accessibility features when purchasing goods, services, equipment, and facilities.
- Further formalize accessibility considerations within procurement processes and supporting documentation.
- Consider accessibility requirements during future major purchases, facility improvements, technology implementations, and other organizational projects.

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6. Training

Progress Update

Accessibility and AODA training was identified as a priority within the Accessibility Plan. During the reporting period, Floradale Feed Mill Ltd. focused significant organizational resources on major business initiatives, including operational and system implementation projects. As a result, the planned accessibility training program was deferred and was not completed within the originally anticipated timeframe.

The organization recognizes the importance of ensuring employees, supervisors, and managers understand their responsibilities related to accessibility and accommodation. Training remains an ongoing priority and will be incorporated into the organization's training and onboarding activities.

Ongoing

- Schedule and provide accessibility and AODA training to employees, supervisors, and managers as required.
- Provide refresher training as required.
- Ensure new employees receive applicable accessibility training.
- Include accessibility awareness within employee onboarding processes.
- Maintain appropriate records of accessibility training completion through Human Resources.
- Review training requirements periodically to ensure they remain current and appropriate.

7. Transportation

- This section remains **not applicable** to Floradale Feed Mill Ltd., as the organization does not provide transportation services to passengers.

Feedback and Consultation

- Floradale Feed Mill Ltd. maintains a process for receiving accessibility-related feedback from employees, customers, suppliers, visitors, and members of the public. Feedback may be provided through email, telephone, mail, in person, or through other established communication channels.
- Since the organization's last Accessibility Progress Report, Floradale Feed Mill Ltd. has not received any specific accessibility-related feedback, concerns, recommendations, or complaints from employees, customers, suppliers, visitors, or members of the public.
- As no accessibility-specific feedback was received during the reporting period, there were no specific recommendations or concerns requiring changes to the Accessibility Plan as a result of external or employee feedback.
- The organization nevertheless continued to review its accessibility practices as part of its regular Human Resources, workplace, operational, and compliance activities. The

absence of formal feedback does not eliminate the organization's commitment to identifying potential barriers proactively.

- Floradale Feed Mill Ltd. will continue to encourage individuals to provide feedback regarding accessibility and will consider any feedback received when reviewing and updating its Accessibility Plan, policies, procedures, training, workplace practices, and future accessibility initiatives.

Consideration of Organizational Feedback

- As part of the preparation of this Progress Report, Floradale Feed Mill Ltd. reviewed its ongoing accessibility practices and considered information available through its Human Resources and operational activities.
- No specific accessibility concerns or recommendations were formally brought forward to the organization during the reporting period. As a result, there were no specific changes required to the Accessibility Plan based on employee or stakeholder feedback.
- The organization will continue to monitor accommodation requests, accessibility concerns, workplace practices, facility requirements, technology changes, and other relevant information to identify potential barriers and opportunities for improvement.
- Where accessibility-related feedback is received in the future, Floradale Feed Mill Ltd. will assess the feedback and, where appropriate, incorporate it into future accessibility planning and improvement initiatives.

Future Priorities – 2026–2029

Floradale Feed Mill Ltd. will continue to focus on the following accessibility priorities:

- Review accessibility policies and procedures regularly.
- Assess physical and digital environments for accessibility improvements.
- Provide accommodation and support for employees and applicants with disabilities.
- Continue to identify, prevent, and remove accessibility barriers.
- Ensure ongoing compliance with applicable AODA requirements.
- Promote awareness and understanding of accessibility throughout the organization.
- Provide appropriate accessibility and AODA training to employees, supervisors, and managers.
- Consider accessibility requirements in future projects, renovations, technology upgrades, and procurement activities.
- Continue to maintain a process for receiving, reviewing, and responding to accessibility feedback.
- Incorporate accessibility considerations into relevant Human Resources and organizational processes.

Conclusion

- Floradale Feed Mill Ltd. remains committed to continuous improvement in accessibility and inclusion. While the completion of this Progress Report was delayed due to competing organizational priorities and major operational and system implementation initiatives, the organization continued to maintain its accessibility, accommodation, and inclusive workplace practices throughout the reporting period.
- No specific accessibility-related feedback or concerns were received since the organization's last Progress Report. Accordingly, there were no specific recommendations requiring amendments to the Accessibility Plan based on stakeholder feedback during this reporting period.
- Floradale Feed Mill Ltd. will continue to monitor accessibility requirements, respond to accommodation needs, seek and consider feedback, and identify opportunities to prevent and remove barriers. The organization remains committed to fostering a workplace where all individuals are treated with dignity, independence, integration, and equality of opportunity.