



SMUCKER FOODS OF CANADA



ACCESSIBILITY POLICY - CANADA

COMPLIANCE	Policy Number:	COMC001
	Sponsor:	A.Calabretta
	Revision Number:	0
	Effective Date:	January 1, 2019



Purpose

Smucker Foods of Canada Corp. (“Smucker”, “The Company” or “we”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We will deliver on this commitment by identifying, preventing and removing barriers to accessibility in a timely manner; by incorporating principles of integration and equal opportunity and by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and other applicable accessibility legislation.

Scope

This policy applies to all Smucker employees who work in Canada, including hourly operations and salaried employees; as well as contingent workers (agency contractors, independent contractors, etc) who work in Ontario; and those who provide service in Ontario regardless of where they are located, such as volunteers and third parties who interact with the public on behalf of Smucker in Ontario.¹

Accessibility Plan

The Company has developed and will continue to maintain a Multi-Year Accessibility Plan outlining the Company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the Company’s website. Upon request, the Company will provide a copy of the Accessibility Plan in an accessible format.

Providing Goods and Services to Customers with Disabilities

We are committed to excellence in serving all our customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Self-Service Kiosks

The Company will have consideration for accessibility when designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities.

¹ The Company operates in different provinces and cities such that its employment policies could be subject to different laws and regulations. If any provincial, local or federal law differs from what is described in this Policy, the Company will comply with applicable law. In addition, the terms described in this Policy work in conjunction with, and do not replace, amend, or supplement any terms or conditions of employment stated in any collective bargaining agreement (“CBA”). In the event of a conflict between the terms of this Policy and an applicable CBA, the CBA will apply, unless otherwise required by law.



Training Employees

Smucker will ensure that training is provided on the requirements of accessibility standards and on the Human Rights Code as it applies to persons with disabilities, to:

- All its employees and volunteers
- All other persons who provide goods or services on behalf of the Company

Training will include

- Purpose of the Accessibility for Ontarians with Disabilities Act and requirement of the customer service standard
- How to interact and communicate with persons of disability in a manner that takes into account his or her disability
- How to interact with persons with disabilities who require the assistance of a service animal or a support person or who use an assistive device
- The Company's policies and procedures as they pertain to recruitment, job accommodation and the return to work process.

New employees will be trained within two (2) months of commencing employment with Smucker and the Company will keep a record of the training it has provided.

Information and Communications Standard

Smucker is committed to making our information and communications accessible to people with disabilities.

Accessible Formats and Communication Supports

Upon request, the Company will provide, or will arrange for the provision of accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs. We will consult with the person making the request in determining the suitability of an accessible format or communication support.

We will notify the public about the availability of accessible formats and communication supports. Upon request we will arrange for an alternate accessible communication format for receiving and responding to customer/employee feedback.

Accessible Websites and Web Content

Smucker will ensure that our Internet websites, including web content, conform to the World Wide Consortium Web Content Guidelines (WCAG), in accordance with legislated deadlines, except where this is impracticable.



Employment Standards

Recruitment, Assessment or Selection Process

Smucker will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

The Company will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, we will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, we will notify all successful applicants of our policies for accommodating employees with disabilities.

Informing Employee of Supports

The Company will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, the Company will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

Workplace Emergency Response

Smucker will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the Company is aware of the need for accommodation due to the employee's disability, the Company will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, the Company will, with the consent of the employee, provide workplace emergency response information to the person designated by the Company to provide assistance to the employee.



Smucker will review the individualized workplace emergency response information when the employee moves to a different location in the organization or when the employee's overall accommodation needs or plans are reviewed.

Documented Individual Accommodation Plans

Smucker will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

Return to Work Process

Smucker maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodation in order to return to work.

The return to work process outlines the steps the Company will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Management, Career Development, Advancement and Redeployment

Smucker will take into account the accessibility needs of employee's with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying them.



Questions about this Policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communication and employment. Employees who have questions about this policy should contact a member of the local HR team. If anyone else has a question about the policy, or if the purpose of the policy is not understood, please contact:

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