

Part One: Introduction and Background Information Introduction

Under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and specifically Regulation 191/11 “Integrated Accessibility Standards” (“Regulation”), the Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations, including the Office of the Ombudsman, are required to develop multiyear accessibility plans outlining their strategy to prevent and remove barriers, and to meet requirements under the Regulation. (O.Reg. 191/11, s.4).

Smucker Foods of Canada Corp. will continue to act upon the requirements of the legislation as dictated by its assigned deadlines.

Smucker Foods of Canada Corp.’s plan sets out time frames for action, where appropriate, and in accordance with the Regulation. This plan will be posted on Smucker Foods of Canada Corp.’s website.

Smucker Foods of Canada Corp. has, and will, always endeavour to provide accessible service. The Company will continue to strive to remove barriers and accommodate those requiring assistance. This plan will assist the Company, going forward, in coordinating these efforts in meeting the needs of persons with disabilities.

Aim

Smucker Foods of Canada Corp. is required to establish, implement, maintain, and document a multi-year accessibility plan. This plan describes the strategy to prevent and remove barriers and enhance accessibility for individuals who work and interact with Smucker employees and customers. The plan outlines how Smucker Foods of Canada Corp. will meet its requirements under the Ontarians with Disability Act, the Accessibility for Ontarians with Disability Act, the Standards for Customer Service, and the Integrated Accessibility Standards Regulation.

Objectives

This Plan:

- Describes the process by which the Company will identify, remove and prevent barriers;
- Reviews recent efforts of the Company to remove and prevent barriers;
- Describes the measures the Company will take on an ongoing basis to identify, address and prevent barriers;
- Makes a commitment to provide an annual status report on the multiyear accessibility plan implementation;
- Makes a commitment to review and update the multi-year accessibility plan at least once every five years;
- Describes how the Company will make this accessibility plan available to the public.

Commitment to Accessibility Planning

This plan will be presented to the Smucker Foods of Canada Corp. Senior Leadership team for approval. The Company is committed to:

- Maintaining an AODA Accessibility Planning Committee;
- Continuing the process of consulting with people with disabilities; and,
- Ensuring Company policies and procedures are consistent with the principles of accessibility and inclusive/universal design.
- The Accessibility Planning Committee will provide input regarding accessibility issues, where appropriate, to new policies and procedures and to those under review;

Accessibility Planning Committee Members

The following positions will compose the Accessibility Planning Committee Members:

- Chair of the AODA Committee
- Director of Human Resources
- Health and Safety Committee Representative
- Office Services Manager
- Human Resources Specialist
- Account Lead, Customer Logistics (Customer Service)
- Consumer Services
- Marketing and Communications (Consumer Engagement)
- Sales

Part Two: Accessibility at SFC

Smucker Foods of Canada Corp.'s Commitment to Accessibility Planning:

Smucker Foods of Canada Corp. will operate in a manner that promotes inclusion and is free from barriers, to provide an accessible environment for its employees and customers. Through the annual accessibility plan status report process, the Company's programming, policies and practices will be assessed to ensure continuous improvement in accessibility.

The Company is committed to:

- The improvement of access to building premises, facilities and services for our employees and our customers.
- Ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our working environment.

Barrier Identification Process

In accordance with the AODA and with Smucker Foods of Canada Corp's commitment to treating all people in a way that allows them to maintain their dignity and independence, our plan seeks to prevent and remove barriers to accessibility for persons with disabilities. In an effort to improve our understanding of the barriers to accessibility encountered at Smucker Foods of Canada, the Accessibility Planning Committee used the following methods to identify barriers to accessibility for all people who work for or engage with our organization:

Group Methods

Employee barriers to accessibility are self-identified.

Public Barriers to accessibility are identified by individuals accessing programs and services offered by the Company. Members of the public may bring concerns to the attention of the Company by phone, email or mail. Members of the public may bring concerns to the attention of the AODA Committee Chair via the contact information on the last page of the policy.

Barrier Identification

The multi-year plan will reference documentation related to the five (5) Standards under the Accessibility for Ontarians with Disabilities Act (AODA):

- Customer Service Standard
- Employment Standard
- Information and Communication
- Design of Public Spaces
- Transportation – Not applicable

Part Three: SFC Multi-Year Accessibility Plan

Initiative	Actions	Status
General Requirements		
Establishment of Accessibility Policy	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its AODA requirements. Policy must be in writing and include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner. The policy must be publicly available and provided in an accessible format upon request.	Completed
Establishment of Accessibility Plans	Establish, implement, maintain and document a multi-year accessibility plan, which outlines Smucker's strategy to prevent and remove barriers and meet its AODA requirements. The plan must be reviewed and updated at least once every five years. The Company must post the accessibility plan on the company's website in an accessible format.	Completed
Self-Serve Kiosks	For organizations with point of sale devices	Not Applicable
Training	Online training provided to all employees, training material incorporated into onboarding for all new hires. All Smucker programs provide educational and training resources and materials in a format that takes into account the accessibility needs of the person with a disability. Records to be kept of all participants.	Completed - update training as required Accessible formats available upon request
Information and Communication Standards		
Feedback	Smucker will receive and respond to feedback from clients, customers, employees and members who have a disability, on request. Considerations will include offering a format that is accessible for people with disabilities	Completed
Accessible Formats and Communication Support	All areas of Smucker provide accessible formats and communication support in a timely manner, as required due to accessibility needs	Completed - Address upon request
Emergency procedures, plans, or public safety information	Posting health and safety processes on the website	Not applicable
Accessible Websites and Web Content	External website conforms to Web Content Accessibility Guidelines	In progress

Employment Standard		
Recruitment - General	The goal of Smucker Foods of Canada Corp. is to provide accessibility across all stages of the employment life cycle	Completed
Recruitment, Assessment or Selection Process	Prospective and selected applicants are advised of the availability of accommodation. Suitable accommodations are provided upon request	Completed - Accommodation provided upon request
Notice to Successful Applicants	New employees are advised of the Accommodation Policy	Completed
Informing Employees of Supports	All employees are advised of the Accessibility Policy during orientation. Updated information will be provided to employees as needed, and the website will be updated accordingly.	Completed - Updates provided as required
Accessible formats and Communication Supports for Employees	Alternative formats and supports are provided upon request, in consultation with employee. Smucker employees can request accessible formats to meet the employee needs	Completed - Address upon request
Workplace Emergency Response Information	Smucker has Individual Emergency Response Plans for all employees as required, which are reviewed annually (at minimum)	Completed
Documented Individual Accommodation Plans	Smucker provides individual written accommodation plans for all employees who require the individualized plan	Completed
Return to Work Process	A return to work process for all employees has been developed	Completed
Performance Management	The Accessibility Policy includes language pertaining to the performance management process as it relates to accessibility and accommodation	Completed
Career Development and Advancement	The Accessibility Policy includes language pertaining to career development and advancement as it relates to accessibility and accommodation	Completed
Redeployment	The Accessibility Policy includes language pertaining to redeployment of employees as it relates to accessibility and accommodation	Completed

Design of Public Spaces Standard		
Exterior Paths of Travel	Ensure exterior paths of travel meet technical requirements of the IASR if any undergo redevelopment or new construction	Completed - Address as required
Accessible Parking	Ensure off street parking meet the requirements under the IASR if any undergo redevelopment or new construction	Completed - Address as required
Obtaining Services: -service counters -fixed queuing lines -waiting areas	Ensure newly constructed/redeveloped service counters and waiting areas meet the requirements under the IASR as becomes applicable	Completed - Address as required
Maintenance and Restoration of Public Spaces	Develop procedures for preventative and emergency maintenance as well as temporary disruptions that impact accessible elements	Completed
Customer Service Standard		
Establishment of Policies	Develop a policy and procedure to address provisions of goods and services to persons with disabilities, aligned with the IASR	Completed
Use of Service Animals and Support Persons	Develop standard practices to address support animals and support persons on the premises	Completed
Notice of Temporary Disruption	Provide notice of any temporary disruption to the public and include the process for addressing temporary disruptions on documents that can be viewed by the public	Completed
Training for Staff, etc.	Online training provided to all employees on the Customer Service Standard, training material incorporated into onboarding for all new hires. All Smucker programs provide educational and training resources and materials in a format that takes into account the accessibility needs of the person with a disability. Records to be kept of all participants.	Completed - update training as required Accessible formats available upon request
Feedback Process	Establish a feedback process and mechanism to receive feedback from members of the public and ensure the public has access to the information	Completed
Format of Documents	Provide accessible formats of documents under this section upon request	Completed - Address upon request
Transportation Standard - Not Applicable		

Part Four: Conclusion:

Review and monitoring process

Throughout the year, evaluation of the effectiveness in implementing the barrier-removal and prevention strategies will be ongoing in preparation for the next year of accessibility planning. The Accessibility Planning Committee will seek members to serve in any vacant positions that are identified. Accessibility Planning Committee Members remind employees about their roles in implementing the plan.

Communication of the Plan

Smucker Foods of Canada Corp.'s accessibility plan will be posted on the Company website at <http://www.smuckers.ca> and hard copies will be available upon request. The plan can be made available in accessible formats. Contact information for accessible format requests:

Call: 905-940-9600

Email: AODA.Feedback@jmsmucker.com

Send mail to:AODA Feedback

Smucker Foods of Canada Corp.

80 Whitehall Dr.

Markham, ON L3R 0P3

Feedback:

If you have questions or feedback relating to Smucker Foods of Canada Corp's Multi-Year Accessibility plan, please email AODA.feedback@jmsmucker.com

Multi-Year Plan Review Process:

This plan will be reviewed every 5 years by the Smucker Accessibility Planning Committee.

Last Review Date: October 1, 2019