

28- Accessibility Plan	Section: Humans Resources Effective: 24 Feb 2025 Revised: New Revision No: N/A Approval: T Jackson Nat Dir HR
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Intent

This accessibility plan outlines the strategy of Heritage Food Service Group of Canada Limited, operating in Ontario as RGH Commercial Equipment Services (the “Company”) to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards* regulation under the **Accessibility for Ontarians with Disabilities Act, 2005**.

Statement of Commitment

The Company is committed to providing an accessible environment for all customers, team members, job candidates, suppliers, visitors, and other stakeholders who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulation. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-year Accessibility Plan

This plan is reviewed and updated at least once every five years. This plan is in effect from January 1, 2025 to December 31, 2030. This Multi-Year Accessibility Plan has been developed in accordance with the **Integrated Accessibility Standards Regulation** under the **Accessibility for Ontarians with Disabilities Act, 2005** (AODA). The plan outlines the initiatives and actions that the Company takes to address barriers to accessibility, while ensuring the Company meets its obligations under the *Ontarians with Disabilities Act, 2001*. These initiatives also support the Company’s commitment to providing customer service in a manner that respects the principles of dignity, independence, integration and equal opportunity.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact the **Human Resources Team** at email: hr@hfsgc.ca.

*Sections refer to the *Accessibility for Ontarians with Disabilities Act, 2005*

Part 1. General

Section*	Initiative	Description	Action	Status
3	Establishment of Accessibility Policies	3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	An accessibility policy has been developed and implemented. The Company is committed to accessibility and demonstrates this by preventing, identifying, and removing barriers that impede accessibility for persons with disabilities.	Compliant
4	Accessibility Plans	4.(1) Large organizations shall, a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;	The Company has created a multi-year accessibility plan that outlines our strategy to prevent and remove barriers, in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). This plan will be implemented, maintained, and documented to ensure compliance with all necessary standards and to continue improving accessibility within our organization.	Compliant
		b) Post the accessibility plan on the Company's website and provide the plan in an accessible format upon request;	No action is required at this time, as the multi-year accessibility plan is currently available on the Company website.	Compliant
		(c) review and update the accessibility plan at least once every five years.	We have created an accessibility plan, and it will be reviewed annually going forward to ensure continued compliance and improvement.	January 1 st , 2026

*Sections refer to the Accessibility for Ontarians with Disabilities Act, 2005

7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and	The Company provides mandatory online training on the AODA/IASR and the Ontario Human Rights Code for new hires as part of the onboarding process and existing team members.	<p>All courses and training will be provided in Atlas Citation.</p> <ul style="list-style-type: none"> -IASR Training: What All Employees Need to Know (Immersive) -AODA Customer Service Standards Training -Understanding Human Rights Training -IASR: Information and Communications Standards and Employment Standards Training
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*Sections refer to the Accessibility for Ontarians with Disabilities Act, 2005

Part 2. Information and Communications Standards

Section	Initiative	Description	Action	Status
11	Feedback	11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	The “Feedback Form” will be on the Company’s website. In addition, there is a statement indicating that documents are available in various accessible formats or with communication support, upon request. For further information, please contact the Human Resources Team - at our email: HR@hfsgc.ca .	Compliant
12	Accessible Formats & Communication Supports	(2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process.	The Company actively seeks feedback and comments through its website to ensure that accessibility needs are addressed promptly. Additionally, the Company provides a statement confirming that documents are available in accessible formats or with communication support upon request. If an individual requests an accessible format, the Company will consult with them to determine the format and/or support that best meets their needs.	Compliant

*Sections refer to the Accessibility for Ontarians with Disabilities Act, 2005

Part 3. Employment Standard

Section	Initiative	Description	Action	Status
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	The main careers page of the Company, along with each individual job posting on the website, informs the public about the availability of recruitment-related accommodations for disabilities.	Compliant
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee’s job; and (b) information that is generally available to employees in the workplace. 26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	The Company will consult with employees with disabilities to determine which accessible formats or communication supports they require. Once the Company and the employee have determined what the needs are, the Company will work with them to determine how best to accommodate.	On going

*Sections refer to the Accessibility for Ontarians with Disabilities Act, 2005

Part 4. Design of Public Spaces Standards

Section	Initiative	Description	Action	Status
35	Waiting Area	80.43 (1) When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. (2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.	Seating is not fixed to the floor in the waiting area.	Compliant

Supporting Documents

Cross Reference: 28-Accessibility Standards Policy and the 28-Accessibility Feedback Form.

NOTE:

Acknowledgement section not needed.

*Sections refer to the Accessibility for Ontarians with Disabilities Act, 2005