

# C·H·Guenther

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## Accessibility Policy

*Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)*

### 1. Purpose

This Policy establishes the Accessibility Policy for Bagos Bun Bakery ULC, a facility in Brampton, Ontario, Canada, wholly owned by C. H. Guenther & Son LLC, (“Bagos Bun Bakery” or the “Company”), in accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

### 2. Scope

This Policy applies to all of the Company’s employees in the Province of Ontario and others that provide goods or services on behalf of the Company and all those who are involved in the development of the Company’s policies, practices and procedures.

### 3. Statement of Commitment

The Company is fully committed to treating all people in a way that allows them to maintain their dignity and independence. This vision is built upon a foundational belief in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We are dedicated to breaking down barriers to accessibility and to meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) and the *Integrated Accessibility Standards, O. Reg. 191/11* (the “**IASR**”). This commitment will better serve all communities in which we operate.

### 4. Accessibility Policies

#### 4.1. Information and Communications Standards

The Company will endeavor to create, provide and receive information and communications in ways that are accessible to people with disabilities.

##### (i) Accessible Formats and Communication Supports

Arrangements for accessible formats and communication supports for persons with disabilities will be provided a timely manner, at no cost, that takes into account the person’s accessibility needs. The Company will consult with the individual making the request to determine the suitability of the accessible format or communication support. The public will be informed, by posting this Policy on the Company’s website, that accessible formats and communication supports are available. Upon request, the Company will provide information about the Company’s goods and services and any communications made available to the

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Company's customers and the public (including this Policy) in accessible formats or with communication supports.

## (ii) Feedback Process

The Company encourages persons with disabilities to provide feedback on the goods and services they receive from the Company, including feedback regarding the accessibility of those services and the Company's feedback process itself.

Feedback may be delivered to the Company in person, by telephone, mail, email, online or other means available to the person.

- Bagos Bun Bakery LLC  
8 Atlas Court, Brampton, ON L6T 5C1  
905-458-0388  
[customerservice@chg.com](mailto:customerservice@chg.com)  
<https://chg.com/contact/>

All feedback will be reviewed. Feedback will be directed to the most appropriate Company employee for resolution, and any complaints will be addressed as soon as possible. Persons providing feedback can expect an acknowledgment of their feedback to be issued within 10 business days. The acknowledgment will indicate when the matter will be addressed, and when the individual will be notified further with respect to the matter. Communication with the individual will take into account their accessibility needs and will be provided in accordance with the Company's commitment to accessible information and communication supports, described above.

## (iii) Website Accessibility

In regards to website accessibility, if the Company determines that it is not technically feasible to convert information or communications or that technology to convert the information or communications is not readily available, the Company shall, upon request, provide the person that requires the information with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

## 4.2. Employment Standards

The Company has implemented the following practices and procedures to promote the inclusion of applicants for employment and existing employees with disabilities in its workplace.



## (i) Recruitment

The Company notifies employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process and when job applicants are individually selected to participate in an assessment or selection process.

If a selected applicant requests an accommodation, the Company consults with the applicant and provides or arranges for the provision of a suitable accommodation (including with respect to any materials or processes used in the application process), taking into account the applicant's disability.

When making offers of employment, the Company notifies successful applicants of its policies for accommodating employees with disabilities.

## (ii) Employee Notification

The Company informs its employees of its policies used to support its employees with disabilities: (a) to new employees as soon as practicable after they begin their employment; and (b) whenever there is a change to existing policies on the provision of job accommodations that take into account accessibility needs due to a disability.

## (iii) Accessible Formats and Communication Supports

Where an employee with a disability requests it, the Company will 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) employment information that is generally available to employees in the workplace.

The Company will consult with the employee making the request in determining the suitability of an accessible format or communication support.

## (iv) Individual Accommodation Plans

The Company has a written process for the development of a documented Individual Accommodation Plan. A copy of this process can be found in the Company's Employee Handbook. The process is coordinated and managed by Human Resources.

## (v) Return to Work Process

The Company has a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. The process is coordinated and managed by Human Resources.

## (vi) Performance Management, Career Development and Advancement and Redeployment

The Company takes into account the accommodation needs of its employees, including any individual accommodation plans of employees, when: (a) using performance management; (b) providing career development and advancement opportunities; and (c) redeploying employees.

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## (vii) Workplace Emergency Response Information

The Company provides individualized Workplace Emergency Response Information to employees who have a disability if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. More details regarding this process can be found in the Company's emergency response procedures.

### 4.3. Customer Service Standards

The Company is committed to providing access to its goods, services and facilities to customers and other third parties, as applicable, in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with the AODA.

#### (i) Customer / Third Party Communication

The Company requires employees to communicate with customers / third parties with disabilities in a manner that takes into account their disability. Employees are expected to consider how a person's disability may affect the way that they express, receive or process communications and, where possible, they will ask the person how to best communicate with them.

#### (ii) Assistive devices

Our premises are not open to the public. However, assistive devices used by third party visitors to our facilities, are welcome on the Company's premises. The Company will take steps to ensure that employees are familiar with commonly used assistive devices.

#### (iii) Service animals and Support Persons

Our premises are not open to the public. Any third party visitors are welcome to be assisted by service animals or support persons, in the areas of our premises that are open to visitors. However, service animals are excluded from our core production area due to health and food sanitation requirements. In such cases, the Company will provide the visitor with an alternative method of obtaining, using or benefitting from our goods and services.

#### (iv) Temporary disruption of access to services or premises



In the event that our premises or a service or system offered by the Company to customers or third parties with disabilities becomes temporarily unavailable, the Company will provide notice of the disruption, as is reasonable in the circumstances. The notice will be posted at the entrance to the facility, or in another reasonable location and shall: explain the reasons for and anticipated length of the disruption and set out the alternative service that is accessible to individuals with disabilities, if available.

## 5. Training

The Company provides training on the relevant accessibility standards referred to in the IASR and training on the Ontario *Human Rights Code* as it pertains to individuals with disabilities.

In addition to the above, all employees will receive training on the following:

- The purpose of the *AODA*, and an overview of the *AODA* and the requirements of the Customer Service Standard under the IASR;
- How to interact, communicate and assist people with disabilities, and in particular, people with assistive devices, and those who require the services of a service animal or support person;
- The policies created by the Company in accordance with the Customer Service Standard;
- How to use any equipment or devices available to help provide the Company's services to people with disabilities; and
- How to help a person with a disability who is having difficulty accessing the Company's services.

Training will be provided to:

- All employees;
- All persons in the Company who participate in developing the Company's policies and;
- All third-party service providers who act on behalf of the Company.

Training will be provided as soon as possible and generally within one (1) month of the individual's commencement of duties. Training will also be provided when changes are made to the Company's accessibility policies, practices and procedures. A record of training will be kept by the Human Resources Department, including the date of training and names of the trained individuals. The Company will ensure that all third-party service providers are required to maintain training records that include training dates, names of attendees and such records be available upon the Company's request.

## 6. Availability of Policy

A copy of this policy will be posted on the Company's corporate website.

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Upon request, the Company will provide or arrange for the provision of this policy, or the information contained in this policy, to the requesting individual in an accessible format or with a communication support in a timely manner that takes into account the person's accessibility needs due to disability and at no cost. In doing so, the Company will consult with the person making the request in determining the suitability of the format or communication support.

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