

## AODA Multi-Year Accessibility Plan 2022 – 2027

### **I. Commitment Statement**

High Liner Foods Inc. is committed to providing an accessible environment where all individuals have equal access to High Liner's goods, services and employment that meets the individual needs of persons with disabilities in a way that maintains their dignity and independence. High Liner believes in integration and will take action, to the extent possible, by preventing and removing barriers to accessibility in a timely manner.

High Liner believes in the full participation of persons with disabilities and is committed to meeting the objectives and requirements outlined in the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). High Liner is also committed to meeting the other accessibility legislation currently in place or being introduced in the provinces where High Liner operates.

The High Liner Foods Multi-Year Accessibility Plan outlines the policies, achievements and actions that High Liner has taken and the work underway to improve opportunities for people with disabilities.

### **I. General**

High Liner Foods complies with the General Standards of the IASR and will continue to comply with the regulation.

High Liner achieves this through:

- Reviewing and updating our policies regularly to ensure high-quality, accessible customer service
- Reviewing and updating our Accessibility Plan every five years
- Providing training to our staff and volunteers on how to interact appropriately with persons with disabilities
- Provide information using accessible formats and communication supports upon request and in a timely manner

Our recent accomplishments:

- Updated our [Accessibility Policy](#) in 2022
- Updated our [Accessibility Plan](#) in 2022
- In 2022, High Liner Foods launched the retraining of all our employees and volunteers in Ontario on the accessibility standards and the Human Rights Code as it pertains to persons with disabilities.

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- Train all new employees and volunteers in Ontario on the accessibility standards and the Human Rights Code as it pertains to persons with disabilities.

Action Plan:

Complete the retraining of all Ontario employees and volunteers on the accessibility standards and the Human Rights Code as it pertains to persons with disabilities by mid-2022.

### **II. Information and Communications Standard**

High Liner Foods is committed to making company information and communications accessible to persons with disabilities.

High Liner achieves this through:

- Inviting and welcoming feedback from individuals on how effectively we are accommodating people with disabilities in providing our goods and services.
- Ensuring that emergency information, procedures, plans and public safety information that is available to the public are available in alternate formats upon request.
- Notifying the public about the availability of accessible formats and communication supports.
- Working towards meeting Web Content Accessibility Guidelines (WCAG) Level 2.0 AA.
- Working towards ensuring web content published on High Liner's websites is in an accessible format whenever possible.

Our accomplishments:

- Reviewing and responding to customer feedback in a timely manner and taking appropriate action.
- When requested, provide information and communicate in an accessible manner about our goods, services, or facilities to people with disabilities—responding in a timely manner and at a cost no more than the regular price charged to others.
- Updated most internet websites and web content conforming with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, with the foodservice website being actively updated.

Action Plan:

The High Liner foodservice website will meet WGAG 2.0 AA by mid-2022.

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### **III. Employment Standard**

High Liner is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

High Liner achieves this through:

- Regularly review Human Resources policies, practices and procedures to ensure accessibility to persons with disabilities throughout the employment process, including recruitment, retention, career development and return-to-work.
- Notifying job applicants and selected applicants that accommodation for disabilities will be provided to support their participation in the recruitment process upon request.
- Notifying successful applicants of High Liner's policies for accommodating employees with disabilities.
- Informing employees of our policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities.
- Consulting with our employees with disabilities to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace.
- Develop written individual accommodation plans for employees with disabilities as required.
- Have in place a documented process for supporting employees who return to work after being away for reasons related to their disabilities.
- Take into account the accessibility needs of employees with disabilities during the performance management process.
- When providing career development and advancement opportunity, take into account the accessibility needs of our employees who have disabilities.
- Redeployment processes will consider the accessibility needs of employees with disabilities when moving to other positions so that employees can continue to have their accommodation needs met.

Our accomplishments:

- Review and update our Emergency Action Plan process regularly for employees who have a disability and require assistance in evacuating the building in an emergency situation.
- Updated the High Liner Foods Accommodation Policy in 2022.
- Have a process in place to create individual accommodation plans for employees with disabilities once they have made their needs known.

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**IV. Transportation Standard**

High Liner does not have specific requirements under this standard.

**V. Design of Public Spaces**

High Liner is committed to providing accessible spaces for customers and employees. This is achieved by complying with applicable legislation and building codes. High Liner ensures it complies with applicable accessibility laws and regulations when building or making major changes to public spaces.

**Review Process:**

High Liner will continue to meet legislative and regulatory requirements, including making updates to this accessibility plan as needed and submitting compliance reports to the appropriate regulators as applicable.

**Contact Details:**

High Liner welcomes feedback as it will help us identify barriers and respond to concerns. To provide feedback or for more information on this accessibility plan, please contact:

**By Email:**

[humanresources@highlinerfoods.com](mailto:humanresources@highlinerfoods.com)

**In writing:**

High Liner Foods Incorporated  
100 Battery Point, P.O. Box 910  
Lunenburg, Nova Scotia  
B0J 2C0 Canada

Accessible formats of this document will be made available free upon request.