



## Accessibility Statement for Bimbo Canada

### Statement of Commitment:

Bimbo Canada respects the principles of dignity, independence, integration and equal opportunity of all people. We are committed to preventing, identifying and removing barriers that impede accessibility and will integrate our commitment wherever possible to meet the accessibility needs of persons with disabilities in a timely manner. We are dedicated to act conscientiously in keeping with our own policies and relevant legislation in order to support a barrier-free society. Our leadership and team of Human Relations, Information Solutions, Facilities and Communications professionals will work together to deliver on this commitment. Our primary focus will be on improving accessibility within the following areas and timelines:

### Customer Service

Bimbo Canada strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We have always been committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and similar way as other customers and will continue to do so.

### Training

Bimbo Canada currently provides Customer Service related accessibility training to staff and plans to also provide tailored staff training on accessibility laws and on the Human Rights Code as it relates to people with disabilities. We engaged our Human Relations partners and Information Solutions professionals to create and implement departmental training plans for 2015 ensuring all associates receive role specific training in accessibility.

### Employment

Bimbo Canada is committed to fair and accessible employment practices and will accommodate people with disabilities during the recruitment and assessment processes and upon hiring. Our Human Relations and Talent Acquisition team will share our commitment within our postings and throughout the selection process, including advising new hires of our accommodation related policies and update staff on any changes to these policies, as applicable and fully implemented in 2016.

We will continue to develop individual accommodation plans and return to work policies for associates that have been absent due to disability and will ensure a written process is in place to document individualized plans in a clear and consistent manner by 2016. In addition, career development, performance management, and redeployment processes / job changes will take into account accessibility needs and individual accommodation plans accordingly. It is Bimbo Canada's commitment to proactively prevent and remove accessibility barriers incorporating accessibility within our regular review of employment policies / materials and relevant procedures.

### **Emergency Information**

Bimbo Canada will provide all existing public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communication supports in a timely manner. In addition, we commit to keeping our associates safe, therefore if an associate's disability is such that workplace emergency response information is necessary and we are aware of the need for accommodation, this information shall be provided. In addition, with the associate's consent, specific needs will be provided to the person designated to provide assistance. Individual situations would be maintained with any location changes.

### **Information and Communications**

Bimbo Canada is committed to meeting the communication needs of people with disabilities and will consult with them to determine their specific information and communication needs. We are working towards conforming to WCAG 2.0 Level AA by 2021 which captures web content posted after January 2012. In addition, our public feedback processes which we enhanced in 2015 and we implemented communication to the public to advise that we will make information accessible upon request as soon as possible, via our website and other communication vehicles with the public.

If you have any questions about our Accessibility Statement please contact Bimbo Canada at [CB\\_Accessibility@grupobimbo.com](mailto:CB_Accessibility@grupobimbo.com).



## Multi-Year Accessibility Plan for Bimbo Canada

Canada Bread Company, Limited  
 Last Review: December 11, 2017  
 Next Review: January 1, 2021

Accessibility Requirement	Status	Compliance Deadline	Responsibility
<b>Customer Service</b>			
<p><i>Accessible Customer Service Policy</i></p> <ol style="list-style-type: none"> <li>1. Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.</li> <li>2. Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of Canada Bread that may provide assistance to the public. Provide training to all new staff.</li> <li>3. Develop and make public a process for receiving and responding to feedback from customers with disabilities.</li> </ol>	<p>Completed/ Ongoing</p>	<p>01/01/12</p>	<p>Human Relations/Department Managers</p>
<i>Canada Breads' Action Plan</i>			
<ol style="list-style-type: none"> <li>1. Canada Bread has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the Human Relations department.</li> <li>2. Training been developed and delivered to current associates. New associates are required to participate in and complete AODA Customer Service Training within their first month of employment with the company. Signoff by the associate of completed training is retained by the company.</li> <li>3. Canada Bread has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by email and by written correspondence.</li> </ol>			

Part 1 - General Requirements			
<p><i>Accessibility Policies</i></p> <ol style="list-style-type: none"> <li>1. Create and make public a statement of commitment.</li> <li>2. Develop and implement company-specific accessibility policies.</li> </ol>	<p>Completed/ Ongoing</p>	<p>01/01/14</p>	<p>Human Relations</p>
<p><i>Canada Breads' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. Canada Bread has created and made public a statement of commitment. The statement of commitment is located on the company's internal and external website and posted across the offices, plants and depots.</li> <li>2. Canada Breads' policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. An additional Accommodation Policy has been created for internal use to communicate how Canada Bread will meet its requirements under the IASR, and to address associate responsibilities and expectations.</li> </ol>			
<p><i>Multi-Year Accessibility Plan</i></p> <ol style="list-style-type: none"> <li>1. Create and make public a multi-year accessibility plan.</li> <li>2. Provide the plan in accessible formats upon request.</li> <li>3. Review the plan every five (5) years.</li> </ol>	<p>Completed/ Ongoing</p>	<p>01/01/14</p>	<p>Human Relations</p>
<p><i>Canada Breads' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. All applicable IASR requirements have been reviewed to develop a multi-year accessibility plan. The Accessibility Plan has been created to include training, procedures and policy development to ensure the identification and removal of barriers. The plan has been approved and is posted on our public website at <a href="http://www.canadabread.com/about-us">www.canadabread.com/about-us</a>.</li> <li>2. Requests for accessible formats of this document will be forwarded to the Human Relations department who will work with the individual to determine the most suitable format.</li> <li>3. This plan will be amended as required and will be reviewed fully by January 1, 2019 and every five (5) years thereafter.</li> </ol>			
<p><i>Training</i></p> <ul style="list-style-type: none"> <li>• Train all associates, including contract and interns on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities).</li> </ul>	<p>Completed/ Ongoing</p>	<p>01/01/15</p>	<p>Human Relations</p>
<p><i>Canada Breads' Action Plan</i></p> <p>Training for new associates will be delivered covering all applicable content as required under the IASR:</p> <ul style="list-style-type: none"> <li>○ Integrated Accessibility Standards -Information/Communication and Employment; and</li> <li>○ Ontario Human Rights Disability Training.</li> <li>○ Certification/record of completed training will be retained by the Human Relations</li> </ul>			

department.

## Part II - Information and Communication Standard

### *Accessible Websites and Web Content*

- Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.

Completed/  
Ongoing

01/01/14

Human  
Relations/Communications  
Department

### *Canada Breads' Action Plan*

Canada Bread is fully aware of WCAG requirements and will ensure all new content and/or any substantial refreshes to the site conform to established guidelines.

### *Feedback*

- Upon request, be able to receive and respond to feedback from clients, individuals inquiring about Canada Bread, our associates and members of the public who have a disability.

Ongoing

01/01/15

Human  
Relations/Department  
Managers

### *Canada Breads' Action Plan*

A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant associates. Our organizations processes for receiving and responding to feedback are accessible to persons with disability by providing or arranging for accessible formats and communication supports upon request. Currently Canada Bread can facilitate requests by phone, email and mail.

### *Accessible Formats and Communication Supports*

1. Upon request, provide accessible formats and communication supports to individuals with disabilities.
2. Notify the public of the availability of accessible formats and communication supports.
3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.

Ongoing

01/01/16

Human  
Relations/Department  
Managers

### *Canada Breads' Action Plan*

Upon Request Canada Bread will work with the person with a disability to determine what method of communication works for them.

**Part III - Employment Standard**

<p><i>Workplace Emergency Response Information</i></p> <ol style="list-style-type: none"> <li>1. Create and implement individualized plans to assist associates with disabilities during an emergency.</li> <li>2. Obtain consent from associates with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the associate in situations where the plan requires the assistance of a colleague.</li> <li>3. Create and provide emergency information formatted in such a way that the associate with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.</li> <li>4. Review the individualized plan/information: When the associate moves to a different location in the office; <ul style="list-style-type: none"> <li>• When the associate's overall accommodation needs and plan are reviewed; and</li> <li>• When the company reviews its general emergency response policies.</li> </ul> </li> </ol>	<p>Ongoing (based on associate needs)</p>	<p>01/01/12</p>	<p>Human Relations/Department Managers</p>
<p><i>Canada Breads' Action Plan</i></p> <ol style="list-style-type: none"> <li>a. Canada Bread will provide all existing public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communications supports in a timely manner. In addition, we commit to keeping our associates safe, therefore if an associate's disability is such that workplace emergency response information is necessary and we are aware of the need for accommodation, this information shall be provided. With the associate's consent, specific needs will be provided to the person designated to provide assistance. Individual situation would be maintained with any location changes.</li> </ol>			
<p><i>Documented Individual Accommodation Plans</i></p>	<p>Ongoing</p>	<p>01/01/16</p>	<p>Human Relations/Department</p>

<ul style="list-style-type: none"> <li>Develop and implement a written process for the development of documented individual accommodation plans for associates with disabilities.</li> </ul>			Managers
<p><i>Canada Breads' Action Plan</i></p> <p>Canada Bread will continue to develop individual accommodation plans and return to work policies for associates that have been absent due to disability and will ensure a written process is in place to document individualized plans in a clear and consistent manner. Canada Bread will endeavour to ensure the associate is able to actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the associate prior to the development of the plan.</p> <p>As per IASR requirements, the plan will include the following elements:</p> <ul style="list-style-type: none"> <li>The manner in which an associate requesting accommodation can participate in the development of the accommodation plan.</li> <li>The means by which the associate is assessed on an individual basis.</li> <li>The manner in which Canada Bread can request the participation of a representative from the company in the development of the accommodation plan.</li> <li>The steps that will be taken to protect the privacy of the associate's personal information; <ul style="list-style-type: none"> <li>The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the associate. The accommodation plan will include a section identifying the individuals that will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents.</li> </ul> </li> <li>The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>An outline of how the reasons for a denial of an accommodation will be communicated to the requesting associate; <ul style="list-style-type: none"> <li>Associates will be informed of the factors that will be taken into consideration by the company when a request for accommodation is received as well as employer and associate expectations and responsibilities.</li> </ul> </li> <li>The means of providing the individual accommodation plan in a format that takes into account the associate's accessibility needs due to a disability; <ul style="list-style-type: none"> <li>Accommodation plan documents will be made available in accessible formats.</li> </ul> </li> <li>The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed in the event that such supports are required by the associate.</li> <li>The accommodation plan will also include an emergency response/evacuation plan if required by the associate.</li> <li>The accommodation plan will be created to include a section outlining additional accommodations that are required.</li> </ul>			
<p><i>Recruitment, Assessment and Selection</i></p> <p>1. Notify associates and the public</p>	Ongoing	01/01/16	Human Relations/Department Managers

<p>about the availability of accommodation for applicants with disabilities in the company's recruitment processes.</p> <ol style="list-style-type: none"> <li>2. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by Canada Bread.</li> <li>3. Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs.</li> <li>4. Notify successful applicants of the company's policies for accommodating associates with disabilities.</li> </ol>			
<p><i>Canada Breads' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. Canada Bread has an accessibility statement posted on both the internal and public website. All internal and external job postings notify applicants with disabilities who require accommodation during the recruitment process or would like more details about accessibility should contact Canada Bread Accessibility at <a href="mailto:CB_Accessibility@grupobimbo.com">CB_Accessibility@grupobimbo.com</a>.</li> </ol>			
<p><i>Accessible Formats and Communication Supports for Associates</i></p> <ol style="list-style-type: none"> <li>1) Where an associate with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: <ol style="list-style-type: none"> <li>a) Information that is needed in order to perform the associate's job; and</li> <li>b) Information that is generally available to associates in the workplace.</li> </ol> </li> <li>2) Where a request is made, work with the requesting associate to determine the suitability of the proposed accessible format/communication support.</li> </ol>	Ongoing	01/01/15	Human Relations/Department Managers



*Canada Breads' Action Plan*

Upon receiving a request, the Human Relations department will work with the associate and any individuals responsible for providing the information (for example the associate's manager, supervisor or team lead) to deliver a suitable accessible format or communication support. Prior to involving the associate's supervisor, manager or team lead, consent will be obtained from the associate.

*Information for Associates*

1. Communicate the company's policy on accommodating associates with disabilities to all staff members.
2. Ensure that all new hires are informed of the company's policy on accommodating associates with disabilities.

Ongoing

01/01/16

Human Relations/Department Managers

*Canada Breads' Action Plan*

1. Canada Breads' Accommodation Policy has been developed. The policy is posted on the company's Policy internal site.
2. All associates are aware of its location. The policy addresses all of the means by which Canada Breads will support associates with disabilities, including emergency planning/responses, accessible formats and communication supports as well as accessible performance management, career development and job change processes.
3. Ensure that all associates are informed of changes to the Accommodation Policy as they occur. Changes will be communicated via email and/or group information sessions. Delivery of information will adhere to Canada Breads' Accessible Statement.

*Processes to Accommodate Associates/Return to Work Process*

- Create a process to develop accommodation plans and return to work plans for associates who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

Ongoing

01/01/16

Human Relations/Department Managers

*Canada Breads' Action Plan*

- Assess IASR requirements and on a case by case basis develop an accommodation plan and a return to work plan that both address all applicable requirements in order to facilitate a successful accommodation and return to work.

*Accessible Performance Management, Career Development and Job Changes*

- Ensure the organization's performance management and career development

Ongoing

01/01/16

Human Relations/Department Managers

<p>opportunities account for the accessibility needs and plans of associates and that these processes are inclusive and barrier-free.</p>			
<p><i>Canada Breads' Action Plan</i></p> <ul style="list-style-type: none"> <li>Evaluate Canada Breads' current performance management and career development processes to identify barriers. Develop processes to ensure that such functions are completely accessible. The Accommodation Policy will identify/outline accessible performance management and career progression to ensure consistent and clear communication to all associates.</li> </ul>			
<p><i>Redeployment</i></p> <ul style="list-style-type: none"> <li>Take into account the accessibility needs and accommodation plans of associates who are reassigned to an alternate department or position with the company as an alternative to a layoff.</li> </ul>	<p>Ongoing</p>	<p>01/01/16</p>	<p>Human Relations/Department Managers</p>
<p><i>Canada Breads' Action Plan</i></p> <ul style="list-style-type: none"> <li>As part of the redeployment process, Canada Bread will incorporate the accessibility needs and accommodation plan(s) of any associate that is being redeployed to an alternate position and/or department. The Human Relations department will oversee the redeployment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.</li> </ul>			
<p><b>Part IV.1 – Design of Public Spaces Standards (Accessibility Standards for the Built Environment)</b></p>			
<p><i>Ensure newly constructed outdoor public spaces and all services areas (built after Jan 1, 2017) will meet all requirements, including:</i></p> <ul style="list-style-type: none"> <li>○ Trails and beach routes</li> <li>○ Parking</li> <li>○ Service Counters and waiting areas</li> <li>○ Outdoor eating areas</li> <li>○ Outdoor play spaces</li> <li>○ Outdoor paths</li> <li>○ Maintaining area</li> </ul>	<p>Ongoing</p>	<p>01/01/17</p>	<p>Human Relations/Facilities-Office Services Department</p>
<p><i>Canada Breads' Action Plan</i></p> <ul style="list-style-type: none"> <li>Canada Bread will continue to comply with the regulation and apply the new standards when designing new facilities and when carrying out modification to existing facilities. When identified and when viable to do so, existing non-conforming facilities will be brought up to the new standards per the legislation.</li> </ul>			

- Canada Bread will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.