

## Multi-Year Plan

### General Requirements

The following are the overarching requirements of the IASR:

	Action Items	Business Owner	Status
<b>Establishment of accessibility policies</b>	<ul style="list-style-type: none"> <li>- Draft Statement of Commitment</li> <li>- Draft Integrated Accessibility Standards Regulation (“IASR”) Policy                             <ul style="list-style-type: none"> <li>o Make policy publicly available and provide in an accessible format, upon request</li> <li>o Review and update policy as required</li> </ul> </li> </ul>	Human Resources	Complete & Ongoing (for the review process)
<b>Accessibility plan (multi-year plan)</b>	<ul style="list-style-type: none"> <li>- Draft Multi-Year Plan to implement IASR Policy</li> <li>- Post Multi-Year Plan on website and provide an accessible format, upon request</li> </ul>	Human Resources	Complete
<b>Training</b>	<ul style="list-style-type: none"> <li>- Ensure training on IASR and the <i>Ontario Human Rights Code</i> is delivered to all employees                             <ul style="list-style-type: none"> <li>o Implement a tracking system to account for dates employees received the training</li> </ul> </li> </ul>	Human Resources	Complete & On-Going (for new employees)

### Information and Communications Standards

The following actions are designed to enhance the accessibility of information and communication internally for Lactalis Canada Inc. (“Lactalis Canada”) employees and externally for Lactalis Canada’s visitors, customers and business partners:

	Action Items	Business Owner	Status
<b>Feedback Process</b>	<ul style="list-style-type: none"> <li>- Ensure the processes for receiving and responding to feedback is accessible and meets the requirements for the IASR</li> </ul>	Human Resources	Complete
<b>Accessible Formats and Communications Support</b>	<ul style="list-style-type: none"> <li>- Ensure process is implemented for providing accessible formats and communication supports to persons with disabilities (when same are requested)</li> <li>- Ensure that availability to accessible formats and communication supports is communicated publicly</li> <li>- Consultation will occur between Lactalis Canada and the person making the request in determining the</li> </ul>	Human Resources	Complete

<b>Emergency Procedures, Plans or Public Safety Information</b>	- suitability of an accessible format or communication support		
	- Ensure that emergency procedures, plans or public safety information, that is publicly available, will be provided in an accessible format or with appropriate communication supports, as soon as possible upon request	Human Resources	Complete
<b>Accessible Websites and Web Content</b>	- Ensure websites comply with WCAG 2.0 Level A by January 1, 2014	Marketing	Complete Re: Level A, On-going
	- Ensure websites comply with WCAG 2.0 Level AA by January 1, 2021		Re: Level AA

### Employment Standards

The following actions are designed to ensure that the disabilities of prospective and current employees are not a barrier to their employment prospects:

	<b>Actions Items</b>	<b>Business Owner</b>	<b>Status</b>
<b>Recruitment, Assessment or Selection</b>	- Notify applicants that accommodations are available, upon request	Human Resources	Complete
	- Based on required accommodations advised by the Applicant, Lactalis Canada to consult with Applicant and accommodate the Applicant's needs		
<b>Notice to Successful Applicants</b>	- Include accessibility statement, detailing the existence of Lactalis Canada' policies for accommodating employees with disabilities in Lactalis Canada offer letters	Human Resources	Complete
<b>Informing Employees of Supports</b>	- All current and new employees will be informed and kept up to date on the policies and procedures, and any changes thereto, relating to accommodations offered to employees with disabilities <ul style="list-style-type: none"> <li>o The above will communicated in various ways including new employee orientation and through Lactalis Canada's intranet site</li> </ul>	Human Resources	Complete
	- When requested by an employee with a disability, Lactalis Canada will consult the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job and other information that is generally available to other employees	Human Resources	Complete
<b>Workplace Emergency Response Information</b>	- Provide individualized workplace emergency response information to employees who have a disability (when necessary) <ul style="list-style-type: none"> <li>o The above plan may include, with the employee's consent, other Lactalis Canada personnel to assist the employee with the disability</li> <li>o The individualized plan will be implemented</li> </ul>	Human Resources	Complete

	as soon as practicable once Lactalis Canada is aware of the employee's disability		
<b>Documented Individual Accommodation Plans</b>	- Develop a written process for the development of documented individual accommodation plans and "return to work plan" for employees with disabilities	Human Resources	Complete
<b>Return to Work Process</b>	- Ensure process is implemented for accommodating employees who are returning to work after being away due to their disability	Human Resources	Complete
<b>Performance Management</b>	- Review and update current process to ensure that the performance management system takes account of accessibility needs of employees with disabilities, including accommodation plans	Human Resources	Complete
<b>Career Development, Advancement &amp; Redeployment</b>	Review and update current process to ensure that career development, advancement and redeployment take account of accessibility needs of employees with disabilities, including accommodation plans	Human Resources	Complete

**Design of Public Spaces Standards**

- Lactalis Canada has implemented a Project Notification Process with the Corporate Engineering Department to determine on an on-going basis the applicability of Part IV.1 of the IASR.

This document and all other required documents are available upon request. They can also be made available in an accessible format, upon request. Please Contact Us for an accessible format.

We welcome your feedback and look forward to your comments on our Accessibility Policies. Please contact us at [accessibility@ca.Lactalis.com](mailto:accessibility@ca.Lactalis.com), or otherwise as listed under Contact Us.