

ABOUT US

Rowe Farms is a retail and wholesale provider of local, antibiotic and hormone-free meats that are raised with the highest level of animal welfare standards while supporting a path to regenerative farming. In addition to a broad offering of meats, each of our retail stores offers local delivery and carries unique products and food items specific to each store's local marketplace. The wholesale division of Rowe Farms sells various fresh meat and deli products to like-minded retail companies.

INTRODUCTION

The *Accessibility for Ontarians with Disabilities Act, 2005, (AODA)* was passed in June 2005, with the purpose of developing, implementing and enforcing accessibility standards for Ontarians. The goal of the AODA is for Ontario to be fully accessible by January 1, 2025, by implementing a series of accessibility standards. These standards focus on identifying, removing and preventing barriers for persons with disabilities.

STATEMENT OF COMMITMENT

Rowe Farm Meats Ltd. ("Rowe Farms" or "the Company") is committed to providing goods and services in a way that respects the dignity and independence of persons with disabilities. This will be achieved by identifying and removing barriers that impede a person's ability to access goods and services, ensuring everyone is provided with equal opportunities whenever they interact with us.

We are also committed to equal treatment with respect to employment.

Approximately 1.8 million Ontarians have a disability, and this number is growing as the population ages. Rowe Farms has an important responsibility for ensuring a safe, respectful and welcoming environment for our team members, customers and third parties that do business with the Company.

Rowe Farms will strive to ensure that our policies, practices and procedures are consistent with the following core principles as outlined in the AODA:

Dignity – Goods and services are provided in a manner that is respectful to persons with disabilities and do not diminish the person's importance.

Independence – Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration – Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers or third parties. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others. Under the AODA, the following accessibility standard requirements are applicable to Rowe Farms:

- Customer Service Standard
- General Requirements
- Information and Communications Standards
- Employment Standard
- Design of Public Spaces

PART 1 – CUSTOMER SERVICE STANDARD

This section of the Regulation requires that Rowe Farms:

- Establish policies, practices and procedures on providing goods and/or services to people with disabilities
- Reasonably ensure that policies, practices and procedures are consistent with core principles of independence, dignity, integration and equality of opportunity
- Set a policy on allowing people to use their own assistive devices to access our goods and/or services
- Communicate with persons with disabilities in a manner that takes into account their disability
- Allow persons with disabilities to be accompanied by their service animal
- Permit persons with disabilities who use a support person to bring that person with them while accessing our goods and/or services
- Provide notice when facilities and services that people with disabilities rely on, are temporarily disrupted
- Train team members and third parties who act on our behalf about the customer service standard
- Establish a process for providing feedback on how we provide goods and/or services to people with disabilities

Regulatory Requirement	Compliance Deadline	Deliverables	Actions/Progress	Due Date	Status
Establish policies, practices and procedures on providing goods and/or services to people with disabilities	January 1, 2012	Complete	Complete	December 2011 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete

Ensure policies are consistent with core principles of independence, dignity, integration and equality of opportunity	January 1, 2012	Complete	Complete	December 2011 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
Set a policy on allowing people to use their own assistive devices to access our goods and/or services	January 1, 2012	Complete	Complete	December 2011 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
Policy on communicating with persons with disabilities in a manner that takes into account their disability	January 1, 2012	Complete	Complete	December 2011 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
Policy and procedure on allowing persons with disabilities to be accompanied by their service animal <ul style="list-style-type: none"> In those areas of premises Rowe Farms operates that are open to the public Unless the animal is excluded by another law If animal cannot access parts of our premises, use other measures to provide services to the person with the disability 	January 1, 2012	Complete	Complete	December 2011 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
Policy and procedure on permitting persons with disabilities to use a Support Person	January 1, 2012	Complete	Complete	December 2011 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
Policy and procedure on temporary disruptions	January 1, 2012	Complete	Complete	December 2011 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
Train team members and third parties who act on our behalf about the customer service standard	January 1, 2012	Complete	Complete	December 2011 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete

<p>Establish a process for receiving and responding to feedback on how we provide goods and/or services to people with disabilities, and how we respond to complaints</p>	<p>January 1, 2012</p>	<p>Complete</p>	<p>Complete</p>	<p>December 2011 Complete</p>	<p><input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete</p>
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PART 2 – GENERAL REQUIREMENTS

This section of the Regulation requires that Rowe Farms:

- Develop accessibility policies and a multi-year accessibility plan
- Report on the progress of the multi-year plan
- Ensure team members have been trained on the Integrated Accessibility Standards Regulation (“IASR”) and the Ontario Human Rights Code

Regulatory Requirement	Compliance Deadline	Deliverables	Actions/Progress	Due Date	Status
<p>Develop accessibility policies</p> <ul style="list-style-type: none"> • Develop, implement and maintain policies about what your organization will do to meet the IASR requirements and become more accessible • Statement of commitment • Make policies available to the public • Ensure the Rowe Farms Accessibility Policy and Program is in compliance with the current AODA requirements at all times, including each of the Standards. 	January 1, 2014	Complete	Complete	December 2013 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
<p>Develop a multi- year accessibility plan</p> <ul style="list-style-type: none"> • Establish, implement, maintain and document a multi-year accessibility plan • Post multi-year accessibility plan on website and provide in an accessible format, upon request • Review/update the plan at least every 5 years, if not more frequently. 	January 1, 2014	Complete	Complete	December 2013 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete

<p>Self-service kiosks</p> <ul style="list-style-type: none"> Incorporate accessibility features when designing, procuring or acquiring self-service kiosks. Large organizations and small organizations shall have regard to the accessibility for persons with disability when designing, procuring or acquiring self-service kiosks. 	<p>January 1, 2014</p>	<ul style="list-style-type: none"> If we do purchase self-serve kiosks, we will develop a plan on the procuring/acquiring of accessible self-serve kiosks 	<p>Currently N/A</p>	<p>Currently N/A</p>	<p>Currently N/A</p>
<p>Training</p> <ul style="list-style-type: none"> Ensure that training is completed on the AODA generally, the Rowe Farms policies and processes around the AODA and Accessibility and our commitment, Customer Service Standard, Information and Communications Standard, Employment Standard, Design of Public Spaces, IASR and the Human Rights Code as it pertains to persons with disabilities is provided to team members, third parties acting on behalf of the Company; and persons who participate in developing our policies and others who provide goods, services or facilities on behalf of the Company. 	<p>January 1, 2015</p>	<p>Complete</p>	<ul style="list-style-type: none"> Training program will continue to be updated as policies are revised, or new policies are added. Training is completed through an online module when new team members join, which was most recently updated in fall 2019. All team members are tested on the training to demonstrate knowledge transfer. 	<p>December 2014 Complete</p>	<p><input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete</p>

PART 3 – INFORMATION AND COMMUNICATION STANDARD

This section of the Regulation includes requirements related to:

- Accessible websites and web content using the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA
- Accessible feedback processes
- Accessible formats and communication

Regulatory Requirement	Compliance Deadline	Deliverables	Actions/Progress	Due Date	Status
<p>Accessible websites and web content</p> <ul style="list-style-type: none"> • Websites and web content to conform to WCAG 2.0 Level A and AA if/when our website undergoes a significant refresh or web content changes. 	January 1, 2014- January 1, 2021	Complete	<ul style="list-style-type: none"> • Website has been run through an accessibility reader and received a score of A. • As website is updated this will continue to be reviewed. 	January 1, 2021 Complete	<input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
<p>Feedback processes</p> <ul style="list-style-type: none"> • Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request • Notify the public about the availability of accessible formats and communication supports 	January 1, 2015	Complete	Complete	December 2014 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete

<p>Accessible formats and communication supports</p> <ul style="list-style-type: none"> • Upon request, provide for provision of accessible formats and communication supports for persons with disabilities • Notify the public about the availability of accessible formats and communication supports 	<p>January 1, 2016</p>	<p>Complete</p>	<p>Complete</p>	<p>December 2015 Complete</p>	<p> <input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete </p>
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PART 4 – EMPLOYMENT STANDARD

This section of the Regulation includes requirements related to:

- Recruitment, assessment and selection
- Accessible formats and communication supports for team members
- Workplace emergency response information
- Return to work process
- Performance management, career development/advancement and redeployment

Regulatory Requirement	Compliance Deadline	Deliverables	Actions/Progress	Due Date	Status
Recruitment <ul style="list-style-type: none"> • Notify team members and the public about the availability of accommodation for applicants with disabilities in the recruitment process 	January 1, 2016	Complete	Complete	December 2015 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
Recruitment, assessment, or selection process <ul style="list-style-type: none"> • Notify job applicants when they are individually selected to participate in an assessment/selection process that accommodations are available upon request in relation to the materials or processes used during the recruitment process. 	January 1, 2016	Complete	Complete	December 2015 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
Notice to successful applicants <ul style="list-style-type: none"> • When making an offer of employment, notify successful applicants of policies for accommodating team members with disabilities 	January 1, 2016	Complete	Complete	December 2015 Complete	<input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete

<p>Informing team members of support</p> <ul style="list-style-type: none"> • Inform team members of policies used to support team members with disabilities (ex. Provisions of job accommodations that take into account team member's accessibility needs) as soon as practicable • Information shall be provided to new team members as soon as practicable after they begin their employment • Employers shall provide updated information whenever there is a change to existing policies on the provision of job accommodation that take into account a team member's accessibility needs due to disability 	<p>January 1, 2016</p>	<p>Complete</p>	<ul style="list-style-type: none"> • This is complete but as new people start or as the needs of current team members change, will continue this. 	<p>December 2015 Complete</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
<p>Accessible formats and communication supports for team members</p> <ul style="list-style-type: none"> • When requested by a team member with a disability, employers shall provide or arrange for the provision of accessible formats and communication supports for information needed to perform the team member's job, and information generally available to team members in workplace 	<p>January 1, 2016</p>	<p>Complete</p>	<ul style="list-style-type: none"> • This is complete but as new people start or as the needs of current team members change, will continue this. 	<p>December 2015 Complete</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete

<p>Workplace emergency response information</p> <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to team members who have a disability as required • If a team member requires assistance, with their consent, provide the response information to a person who will provide that assistance • Provide the information as soon as practicable upon finding out about the accommodation requirement • The emergency response information will be reviewed: <ol style="list-style-type: none"> (1) When the team member transfers (2) When their needs or plans are reviewed (3) When all emergency response policies are reviewed 	<p>January 1, 2012</p>	<p>Complete</p>	<ul style="list-style-type: none"> • This is complete but as new people start or as the needs of current team members change, will continue this. 	<p>December 2011 Complete</p>	<p> <input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete </p>
<p>Documented individual accommodation plans</p> <ul style="list-style-type: none"> • Develop and have in place a written process for the development of documented individual accommodation plans for team members with disabilities 	<p>January 1, 2016</p>	<p>Complete</p>	<p>Complete</p>	<p>December 2015 Complete</p>	<p> <input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete </p>

<p>Return to work process</p> <ul style="list-style-type: none"> Develop and have in place a return-to-work process for team members who have been absent from work due to a disability and require disability related accommodations to return to work 	<p>January 1, 2016</p>	<p>Complete</p>	<p>Complete</p>	<p>December 2015 Complete</p>	<p><input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete</p>
<p>Performance management, career development and redeployment</p> <ul style="list-style-type: none"> Take into account accessibility needs of team members with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment 	<p>January 1, 2016</p>	<p>Complete</p>	<p>Complete</p>	<p>December 2015 Complete</p>	<p><input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete</p>

PART 5 – DESIGN OF PUBLIC SPACES

This section of the Regulation includes requirements related to: <ul style="list-style-type: none"> Make newly built service counters and waiting areas functional for people with low vision and people who use mobility aides like walkers or wheelchairs. 					
Regulatory Requirement	Compliance Deadline	Deliverables	Actions/Progress	Due Date	Status
Service Counters <ul style="list-style-type: none"> When creating or redeveloping indoor check-out counters, you must adhere to guidelines set out by the standards: <ul style="list-style-type: none"> Make at least one service counter low enough to allow for a person using a wheelchair to interact with the person providing service. There should also be enough room under the counter for the knees of a person sitting in a wheelchair. Make all service counters accessible if your organization has a single waiting line for all of them. Provide at least one accessible counter for each of your organization's services 	January 1, 2017	<ul style="list-style-type: none"> As new stores are opened or existing stores are renovated, counter areas need to be adjusted or created to ensure accessibility needs are met. 	<ul style="list-style-type: none"> As new locations are opened and as existing stores are renovated, this will be completed at the given location. 	January 17, 2017 Complete	<input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete