

Accessibility Policy Integrated Accessibility Standard

A. Statement of Commitment

Quality Cheese Inc. ('the Company') is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by identifying, and to the extent possible, preventing and removing barriers to accessibility and meeting accessibility standards under the Accessibility for Ontarians with Disabilities Act (AODA).

We will ensure that:

- goods, services, employment and programs are provided in a manner that respects the dignity and independence of persons with disabilities;
- information and communication is provided in accessible formats upon request and to the extent practicable; and
- accessibility is integrated into our regular workplace processes, thereby providing equal access and opportunity across all stages of the employment lifecycle for employees with disabilities.

B. Application

This Policy addresses the Integrated Accessibility Standards, Ontario Regulation 191/11 (the "Integrated Accessibility Standard") which establishes particular accessibility standards for information and communications, employment, transportation and the design of public spaces. The Transportation standard does not apply to the Company.

This Policy applies to all employees, directors and officers of the Company and other third parties who provide goods and services on the Company's behalf.

C. Policy Development and Availability

The Company will maintain its accessibility policies in a written format. They will be available to the public via the Company's website and will be provided in an accessible format, upon request and to the extent practicable.

D. Opportunities

The Company will give people with disabilities the same opportunity to access our products and services and allowing them to benefit from the same products and services, in the same place and in a similar way as other clients and customers.

E. Multi-Year Accessibility Plan

The Company will maintain its Multi-Year Accessibility Plan. The plan will be reviewed and updated at least once every five years. It will show the Company's commitment to removing barriers and preventing new ones. We will make it available to the public and provide it in an accessible format, upon request and to the extent practicable.

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F. Self-service Kiosks

The Company does not currently design, procure or acquire any self-service kiosks.

G. Information and Communications

When providing information to, or communicating with, a person with a disability, the Company will provide, upon request and to the extent practicable, the information and communication in an accessible format or with communication support at a cost no more than regular cost charged to other persons. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

H. Emergency Procedures, Plans and Public Safety Information

The Company will provide emergency procedures, plans or safety information, that is publicly available, in an accessible format or with appropriate communication supports upon request and to the extent practicable. The Company will strive to enable persons with disabilities to be prepared in case of emergency situations.

I. Accessible Website

The Company is committed to working towards an accessible website and website content that will comply with the World Wide Web Consortium Web Content Accessibility Guidelines initially at Level A and moving towards Level AA standards.

J. Employment

The Company's employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for employees with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information to employees who have a disability. Our performance management, career development and redeployment processes will take into account the accessibility needs of its employees with disabilities.

K. Documented Individual Accommodation Plans

The Company's process for the development of documented individual accommodation plans will include:

- How we include the employee in the development of the plan;
- How we consider the employee on an individual basis;
- How we would proceed in getting a medical or other expert's opinion on the accommodation of the employee and at the Company's expense;
- How other representatives or agents may or may not be involved;
- How the employee's personal information will be protected;
- How often the plan will be reviewed and how it will be done; and
- How the plan will be provided in a format that respects the individual's needs due to a disability

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L. Return To Work Process

The Company's process for the development of a return to work process for employees with disabilities who have been absent due to their disability and require accommodations to return to work will:

- Outline the steps the Company will take to facilitate the employee's return to work
- Use their individual accommodation plan -where it exists- as part of the process

M. Training

The Company will provide training to:

- employees;
- persons involved in developing policies for our Company; and
- all others who provide goods or services on behalf of our Company.

This training will also be provided within 30 days after the commencement of duties.

Training will cover:

- Accessibility requirements from the Integrated Accessibility Standard;
- How the Human Rights Code pertains to persons with disabilities; and
- Changes that are made to the accessibility policies.

The Company will maintain a log of the training it provides, including who was trained, on what and when.

N. Design of Public Spaces

The Company will incorporate accessibility requirements when building or redeveloping a public space identified under the Integrated Accessibility Standard for the Design of Public Spaces, in particular the relevant applicable sections of the Regulation which include requirements related to parking and service counters.

O. Feedback

The Company will ensure that its feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request and to the extent practicable. The Company will be prepared to receive feedback through a variety of methods in order to provide accessible feedback processes to persons with disabilities, which may include telephone, in-person, email or by completing the Company's Accessibilities Feedback form.

All feedback should be directed to our Manager, Administrative Services. Our Manager, Administrative Services will respond within 10 business days of receipt of feedback. Complaints will be addressed according to the Company's regular complaint management procedures.