



Sure Good Foods Multi-Year Accessibility Plan

January 18, 2021

Sure Good Foods strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Sure Good Foods is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Past Achievements to Remove and Prevent Barriers

Sure Good Foods Ltd. has completed the following accessibility initiatives.

Customer Service

- Renovation of our guest bathroom to update as a universal bathroom, meeting all accessibility requirements.
- Staff available at reception during all office hours, to better accommodate guests with disabilities.

Employment

- Inclusivity in the hiring process, to encourage those with disabilities to apply.
- Implemented a process for accommodating employees with disabilities (individual accommodation plan).

Training

- Training all new employees on our AODA Customer Service Policy and Standard, as well as the Human Rights Code.

Strategies and Actions

Customer Service

Sure Good Foods Ltd. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

We will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

Information and Communications

Sure Good Foods Ltd. welcomes feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be posted at the office and verbally communicated to customers. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Customers can submit feedback to:

Sure Good Foods Ltd.
Attention: Human Resources
2333 North Sheridan Way, Suite 100
Mississauga, Ontario, L5K 1A7
Telephone: (905) 286-1619
Email: HR@suregoodfoods.com

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Employment

Sure Good Foods Ltd. is committed to accommodating employees with disabilities and will use our Individual Accommodation Plan to identify and meet employee accommodation needs.

We also welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Training

Training will be provided to all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of SGF, and those who are involved in the development and approval of customer service policies, practices and procedures.

Training will cover instructions on how to interact and communicate with people with various types of disabilities, instructions on how to use equipment or devices that are available at SGF's premises or that are provided to help people with disabilities and SGF's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Accessible Feedback

For more information on this accessibility plan or to request standard and accessible formats of this document, please contact:

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Our accessibility policy and plan is posted on our website:
www.suregoodfoods.com