



## Accessibility for Ontarians with Disabilities Act (AODA) Multiyear Plan

**Tradition Fine Foods Ltd** (the “Company”) is committed to meeting accessibility needs for persons with disabilities in a way that respects their dignity, independence and rights of equal opportunity access. We are committed to identifying, removing and preventing barriers to accessibility for persons with disabilities. We comply with applicable legal and regulatory requirements, including those set out in the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) and Ontario’s accessibility laws. We will ensure that: services, employment and programs are provided in a manner that respects the dignity and independence of persons with disabilities; information and communication are provided in accessible formats, where requested; and accessibility is integrated into our regular workplace processes, thereby providing equal access and opportunity across all stages of the employment lifecycle of employees with disabilities.

Thomas Glowczewski  
President

### Our Commitment

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

Tradition 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 who engages with the public on behalf of Tradition as soon as practicable after being hired and provide training in respect to any changes to the policy.

We maintain records of the training provided include the dates on which the training was provided and the names of those who participated.

### Past Achievements to Remove and Prevent Barriers

#### Customer Service

Tradition is in compliance with the Accessible Customer Service Regulation under the AODA. Our processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request. Upon request, we provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner and at no extra cost. Among the measures that have been implemented are the following:

Date	Action		
Sept 2019	Feedback model included in policy and posted on Tradition Website Requesting persons will be consulted as to the suitability of an accessible format or communication support.		
Date issued	Sept 1, 2022	Revision Date	May 1, 2025
Policy Owner	Vice President, Human Resources		
		Next Review Date	Jan 1, 2030



## Accessibility for Ontarian with Disabilities Act (AODA) Policy

	<p>Training provided on the Customer Service Standard to employees who represent Tradition to the public. New staff are trained within 30 days of hire on AODA.</p> <p>Feedback will be accepted by HR at <a href="tel:416-444-4777">416-444-4777</a>, or in writing to Tradition Fine Foods Ltd. c/o Human Resources, 663 Warden Avenue, Scarborough, ON, M1L 3Z5.</p>
May 2025	<p>Tradition Feedback Model established to include feedback on how we provide goods, services or facilities to those with disabilities. Via email, Via Phone, Via Mail Feedback will responded to by the VP of HR in the format requested by the person with the disability.</p> <p><b>Feedback</b></p> <p>Tradition welcomes questions, feedback or requests for additional accessibility accommodation (including an accessible version of any of our published website information). Please contact Marianna Agostino, Vice President Human Resources in the manner most convenient to you.</p> <p>Email:<a href="mailto:compliance@tradition.ca">compliance@tradition.ca</a></p> <p>Phone:416-444-4777</p> <p>In Person / Marianna Agostino Vice President Human Resources   663 Warden Avenue   Scarborough, ON M1L 3Z5</p> <p><b>Posted on Intranet, Internet and in Publicly accessible space (store)</b></p>

### Information and Communication

Tradition is committed to making company information and communications accessible to persons with disabilities at no cost.

Date	Action
2019	<p>Website established and Feedback Model incorporated.</p> <p>Website posting information other communication formats will be provided upon request. These formats may include written, verbal, visual assistance, sign language, braille etc . At no expense to person with disabilities.</p>
2022	<p>Scan for Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliance completed.</p>
2026	<p>Continue Review the website for periodic website scans to ensure all content is WCAG 2.0 AA compliant and provide enhanced training for website users.</p>



## Accessibility for Ontarian with Disabilities Act (AODA) Policy

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### Employment

We are committed to accessible employment practices and to removing any barriers that prevent or hinder the recruitment, retention and career development of employees with disabilities. Accessibility is integrated into Tradition's employment-related practices, and has implemented the following:

Date	Action
2022	<p>All HR re-trained on AODA Accommodation, process, documentation. Incorporated into new hire onboarding for HR.</p> <p><b>Job postings</b> contain information about accessibility: <i>We are committed to creating accessible environments for our team members, candidates and customers. Requests for accommodation can be made at any stage of application and employment processes.</i></p> <p><b>HR Signatures</b> contain information about accessibility: <i>We are committed to creating accessible environments for our team members, candidates and customers. Requests for accommodation can be made at any stage of application and employment processes.</i></p> <p><b>Onboarding</b> AODA policy provided to all new hires – digitized. <a href="https://forms.gle/QkeZxETTZGo8V1H9A">https://forms.gle/QkeZxETTZGo8V1H9A</a></p> <p><b>Modified Work/Accessibility</b> We offer modified work and ensure the employee with the disability can be accommodated and supported as required.</p> <p>We accommodate assistive devices as requested and allowable by law in our facility.</p> <p>All Emergency Response team members were trained on our process.</p>
2025	<p><b>Functional Abilities Form</b> updated to leverage non-work accommodation requests. The information can be received in written, verbal forma as required.</p> <p><b>Emergency Response Plan reviewed and updated</b> Alternative emergency preparedness plans are created, as required and as soon as practicable, for employees who the Company is aware are unable to follow the standard emergency plan in their Company work location, as a result of a permanent or temporary disability.</p> <p>The employee and, if the employee consents, any designated assistant(s) are provided with the alternative emergency preparedness plan. Alternative emergency preparedness plans are stored with the standard Emergency Plan(s) in the employee's work location and with the HR team in the</p>



## Accessibility for Ontarian with Disabilities Act (AODA) Policy

	employee file.
2028	Continue to review automation of our process and the storage of our data.

### Procurement

As we procure goods, services and facilities we will consider accessibility, where possible, along with other criteria like the quality and cost of the items. Every effort will be made to incorporate accessible design and features where possible.

Date	Action
2019	Procurement & IT will consider goods and services that comply with accessibility standards in consultation with HR.
2020	IT has adopted accessibility standards in the procurement of laptop devices.
2028	Printing accessibility will be reviewed and updated upon the expiry of our current contract to allow for accessibility printing. Temporary smaller printer is available should it be required to support accessibility.

### Self-Service Kiosk

This does not apply to Tradition. However if that option is ever considered, we will incorporate the necessary accessibility features to ensure we meet the standards at the time.

### Training

We are committed to implementing a process to ensure that employees, and those who provide services on the our behalf, and persons participating in the development and approval of our policies are provided with appropriate training on the requirements of the AODA and any aspect of human rights legislation relating to persons with disabilities.

Date	Action
2019	AODA Training was provided to salaried team members. Including Customer Service Training.
2025	<p>AODA Training was provide to employee who provide services on behalf of the company and those developing policies, dealing with the public and employees.</p> <p><b>Accessibility for Ontarians with Disabilities</b> is a training that is required by the Ontario government. This training is designed to provide you with an overview of the ADODA Act and the responsibilities that we hold under the Act. To complete the training click on the <a href="#">LINK</a>, upon completion download</p>



## Accessibility for Ontarian with Disabilities Act (AODA) Policy

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	<p>the certificate and email it to either HR.</p> <p>AODA training was incorporated into our new hire process, it is part on our onboarding plan for employees who provide services on behalf of the company and those developing policies, dealing with the public and employees.</p>
2030	Full AODA Training will be repeated in 2030

### Design of Public Spaces

As we procure goods, services and facilities we will consider accessibility, where possible, along with other criteria like the quality and cost of the items. Every effort will be made to incorporate accessible design and features where possible.

Date	Action
2030	Site expansion will consider accessibility ramps, railings, parking and other features which may exist at the time to ensure we are creating accessible spaces and features in our new site.

### Transportation

Tradition provides parking spaces in compliance with set our legislation including Van Accessible parking. Tradition does not provide transportation to the public.

### Multi-Year Accessibility Plan

- The plan is posted on our Intranet site for internal employees.  
<https://sites.google.com/tradition.ca/tradition-fine-foods-hr/home> and on the Bulletin Boards
- The plan is posted on our website ([www.tradition.ca](http://www.tradition.ca)) and will be provided in alternate formats upon request.
- The Plan will be reviewed and updated at least once every five years by the VP or Human Resources and approved by the JHSC and the VP of Corporate Affairs. Next review Date April 2030.

Please see Tradition Multi-Year Accessibility Plan for further details.

### For Further Information

To obtain further information on our Accessibility Plan contact Marianna Agostino, Vice President Human Resources at 416-444-4777, or in writing to Tradition Fine Foods Ltd c/o Human Resources, 663 Warden Avenue, Toronto, M1L 3Z5 or email [compliance@tradition.ca](mailto:compliance@tradition.ca).



## **Accessibility for Ontarian with Disabilities Act (AODA) Policy**

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Requests for documents, alternative formats or communication supports should be directed to Marianna Agostino, Vice President Human Resources at 416-444-4777 or via email [compliance@tradition.ca](mailto:compliance@tradition.ca) or via mail Tradition Fine Foods Ltd, 663 Warden Avenue, Toronto, M1L 3Z5.