



# AODA Multi-Year Plan

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## Overview

Sonora Foods is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

Sonora Foods understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Sonora Foods is committed to working with the necessary parties to make accessibility for all a reality.

Our plan is reviewed and updated at least once every five (5) years.

## Our Initiatives

### Customer Service:

Sonora Foods 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.

### Information and Communication:

Sonora Foods is committed to making our information and communications accessible to people with disabilities. Alternate formats will be made available upon request.

### Employment:

Sonora Foods is committed to fair and accessible employment practices. We make every effort to identify, remove, and prevent barriers to employment, by developing inclusive procedures that support and accommodate persons with disabilities throughout their recruitment and employment. Whenever a candidate requires accommodation to enable them to fully participate in the recruitment and selection process, or a current



employee requires accommodation in the workplace, Sonora Foods works with the individual to provide such accommodation up to the point of undue hardship. The Human Resources Department reviews employment policies and practices ensuring we remain compliant with Ontario's Human Rights Code and accessibility laws.

### Job Design

Sonora Foods proactively conducts thorough job analyses to ensure new and existing job requirements are bona fide occupational requirements: that is, reasonable and made in good faith. To determine whether a requirement is bona fide, we ensure the following:

1. The requirement achieves a goal that is rationally connected to performing the job;
2. The requirement is adopted in good faith and fulfils a legitimate work-related purpose; and,
3. The requirement is reasonably necessary to accomplish a work-related process or task.

Where a requirement is not bona fide, Sonora Foods evaluates and determines whether reasonable accommodations can be provided to individuals to achieve equal opportunity in the workplace. We always work to ensure job design is non-discriminatory.

### Training:

Sonora Foods recognizes that skills development and career planning can enrich the employment experience, increase engagement, and reduce turnover for all employees. To this end, all employees are treated equally regarding training opportunities, and we do not discriminate against employees who require accommodation when considering eligibility for training and development.

Sonora Foods aligns training and development programs to meet the needs of employees with disabilities and provide training as soon as reasonably practicable upon the person being assigned to applicable duties. Training programs are designed with flexibility to allow customization for the individual requirements of the employee, such as providing training materials in accessible or conversion-ready formats that take into account the need of the employee. Sonora Foods considers employee barriers when implementing performance management processes, or when offering career development, employment support, or advancement opportunities. Training records are maintained, including the dates on which the training was provided and the number of individuals to whom it was provided.

### Design of Public Spaces:

Sonora Foods will meet accessibility laws when building or making marketable changes to existing public spaces. In 2018, our building was redesigned, to include wheelchair



accessible washrooms. In addition, our front entrance was redesigned and constructed to be wheelchair accessible through the implementation of a ramp and fixed handrails.

## Company Contact

For more information on this accessibility plan, including requesting accessible formats of this document, please contact Aliah Khan, Director of Operations & People Strategy at 416-644-9625 ext. 1235, or by email: [akhan@sonorafoods.ca](mailto:akhan@sonorafoods.ca).