



AODA Multi-Year Accessibility Action Plan

Introduction

The Company of Companies strives to meet the needs of its employees and customers with disabilities and continues to work to remove and prevent barriers to accessibility. The Company is committed to fulfilling our requirements under the Accessibility for Ontario with Disabilities Act, 2005.

Purpose

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.

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

Scope

This action plan applies to **Ippolito Fruit & Produce Ltd.**, and **Ippolito Transportation Inc.** (collectively, “the Company”).

Customer Service

The Company 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 Communications

The Company is committed to making our information and communications accessible to people with disabilities. We will:

- Provide accessible information needed in order to perform the employee’s job. All job-related information is available online and with Microsoft Office Accessibility features.
- Implement accessible websites and web content. We will continue to incorporate compliance with relevant accessibility legislation.
- Endeavor to improve technology where business systems do not afford accessibility features presently. System specific accessibility features will be contemplated where available at time of replacement or where an upgrade is available.

We will review and audit our sites annually to ensure ongoing compliance is maintained.

Employment

The Company is committed to fair and accessible employment practices. We will:

- Continue to provide accessible job postings,
- Take employees’ disability and accommodation needs into account in respect of performance management and career development, and



- Ensure processes are in place to support employee and workplace accommodation requests following absences from work and throughout employment.

Training

The Company is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Actions Taken:

This training will be provided to new employees within 2 weeks of the hire date. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Company's accessible customer service plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing Ippolito's goods and services.
- Staff will also be trained when changes are made to accessibility plans.
- 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.

Actions Planned:

- We will ensure AODA Training is completed within 30 days of employment or placement going forward on an ongoing basis.
- We will conduct Refresher Training Course at least every 3 years or as changes occur to ensure everyone is up to date. (deadline: once every 3 years)
- We will continually improve our Training methods and modules (from reviewing feedback forms, industry best practices etc.) in order to identify and remove accessibility barriers on an ongoing basis.
- A Workplace Emergency Response Plan will be provided to employees who have indicated to the company that they have a disability and require assistance in the event of an emergency.

Design of Public Spaces

The Company will meet accessibility laws when building or making major changes to public spaces.

The Company will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. As of 1 January 2024, Ippolito does not have any plans for new construction or significant redevelopment of its provincial offices to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable. For any future plans to which this Standard would be applicable, Ippolito will consider accessibility as defined under this Standard.

Ippolito will also put in place procedures to prevent service disruption to accessible elements of its public spaces as required under the Design of Public Spaces Standard. In the event of a service disruption affecting these accessible elements, Ippolito will notify the public of such service disruption and any available alternatives.



Feedback

Those seeking to provide feedback on Ippolito's accessibility practices for persons with disabilities may contribute via e-mail or by phone. Feedback received will be addressed to our Human Resources Director. Customers can expect to hear back regarding their feedback within 10 business days.

For more information on this accessibility plan, please contact us:

By email: Hr@ippolitogroup.com

By telephone: 905-631-7700

Accessible format of this document is available upon request.