



Multi-Year Accessibility Plan (AODA)

This 2023-2028 accessibility plan outlines the policies and actions that Pfenning's Organic Vegetables Inc (Pfenning's) will put into place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

Statement of Commitment

Pfenning's Organic Vegetables Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We are committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that supports their dignity and independence.

Pfenning's understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing all barriers possible and by meeting our accessibility requirements under Ontario's accessibility laws.

Review and Update

The Multi-Year Accessibility Plan is reviewed and updated at least once every five years.



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Integrated Accessibility Standards Regulation – Part 1 General Requirements

Obligation	Actions Taken	Compliance Date	Status
Create, review, and update Customer Service Standards policy	Pfenning's developed and released an Accessibility Policy which covers the Customer Services Standards policy on March 2016. The policy was revised on January 2018. The Accessibility Policy will be made available in an accessible format to anyone requesting a copy of the policy. Pfenning's will continue to review the Accessibility Policy at least every 5 years or whenever Pfenning's practices and/or procedures change to ensure that it is up to date and in compliance with AODA requirements.	March 2016	Complete
Create, review and update a multi-year accessibility plan	Pfenning's created a multi-year accessibility plan in 2016, however a server crash in 2019 corrupted all files relating to AODA . The multi-year accessibility plan was re-published in 2023, and posted on the Pfenning's website. The multi-year accessibility plan will be made available in an accessible format to anyone on request. Pfenning's will continue to review the multi-year accessibility plan at least every 5 years based on changing accessibility requirements and feedback from internal and external stakeholders.	March 2016	Complete
Train all staff on Ontario's accessibility laws.	Pfenning's provides Customer Service Standards training and requires the Accessibility Policy to be reviewed to all new hires, and provides refresher training on customer service standards every year. Pfenning's will update training materials as required.	March 2016	Complete



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Integrated Accessibility Standards Regulation – Part 2 Information and Communication

Obligation	Actions Taken	Compliance Date	Status
Establish a feedback process	Established in the Accessibility Policy created in March 2016, and additionally communicated on the Pfenning's website effective December 2023.	March 2016	Complete
Provide accessible formats and communication supports for customers and employees, and provide emergency procedures in an accessible format.	As requested to the extent practicable by Human Resources. Established in the Accessibility Policy created in March 2016, and additionally communicated on the Pfenning's website effective December 2023.	March 2016	Complete
Ensure Web Content Accessibility Guidelines (WCAG) are compliant to ensure that websites and web content are accessible	With the launch of our new website, Pfenning's purchased a software tool, accessiBe, that ensures WCAG are met.	December 2023	Complete



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Integrated Accessibility Standards Regulation – Part 3 Employment Standards

Obligation	Actions Taken	Compliance Date	Status
Review recruitment practices with respect to hiring and interviewing	Recruitment practices reviewed by Human Resources on an ongoing basis and documented in the Accessibility Policy.	March 2016	Complete
Notify candidates and employees about the availability of accommodation for applicants with disabilities in the recruitment process	Notification communicated in writing in job posting as per the Accessibility Policy.	March 2016	Complete
Inform all current and new employees of policies used to support employees with disabilities	Individual accommodation plans are offered to support employees with disabilities as per the Accessibility Policy.	March 2016	Complete
Provide or arrange accessible formats and communication supports for employees	Accessible formats and communication supports can be arranged by Human Resources upon request, and per the Accessibility Policy.	March 2016	Complete



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Obligation	Actions Taken	Compliance Date	Status
Provide individualized workplace emergency response information to employees who have a disability	Provided as needed to employees who have a disability by Human Resources.	March 2016	Complete
Take into account accessibility needs of employees with disabilities and individual accommodation plans during the performance management process, career development and advancement, and redeployment	Accessibility needs of employees with disabilities are considered during the performance management process, career development and advancement, and deployment as per the Accessibility Policy.	March 2016	Complete