



Wismettac Asian Foods, Inc.

130-11388 No.5 Road

Richmond BC V7A 4E7

Tel: +1-604-303-8620 Fax: +1-604-303-8640

www.wismettacusa.com

**WISMETTAC ASIAN FOODS, INC.
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
INTEGRATED ACCESSIBILITY STANDARDS POLICY**

In Ontario, the *Accessibility for Ontarians with Disabilities Act, 2005* ("the AODA") was enacted for the purpose of creating a more accessible Ontario by developing and implementing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 ("the IASR") under the AODA. The IASR has been enacted under the AODA to establish certain general requirements as well as four accessibility standards under the headings of information and communications, employment, transportation and the design of public spaces.

Who Does this Policy Apply To?

This Policy applies to the Ontario operations of Wismettac Asian Foods, Inc. ("Wismettac") and to all Employees and Personnel of Wismettac, as defined below, who perform services for Wismettac in the Province of Ontario.

Statement of Commitment

Wismettac is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

Wismettac is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with Wismettac.

Wismettac is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

General Definitions

The following terms as used in this Policy have the following meanings.

"Accessible Formats" include, but are not limited to accessible electronic formats, Braille, text transcripts, large print, recorded audio, and other formats accessible to persons with disabilities.

"Barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability.

"Communication Supports" include, but are not limited to, sign language, plain language and other communication supports that facilitate effective communications with persons with disabilities.

"Disability" means



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- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Employee” means an employee of Wismettac in Ontario, whether engaged on a full-time, part-time, temporary, casual or reduced work arrangement.

“Wismettac” means Wismettac Asian Foods, Inc. operating in Ontario.

“Personnel” means all Wismettac’s Employees, contractors and volunteers in Ontario.

“We” and “Our” means Wismettac and its Personnel.

Policy Purpose and Background

The IASR under the AODA provides standards for private sector organizations to increase accessibility for persons with disabilities. Wismettac is governed by this Policy as well as Wismettac’s *Customer Service Policy* in meeting the accessibility needs of persons with disabilities.

GENERAL STANDARDS

Multi-Year Accessibility Plan (January 2014)

In order to achieve our goals, Wismettac has developed a Multi-Year Accessibility Plan which documents our strategy and commitment to meeting the applicable standards of the IASR.

The Multi-Year Accessibility Plan was developed in consultation with a cross-functional team at Wismettac that helped to identify barriers that prevent a person with a disability from fully participating in aspects of society because of his or her disability, within the stated goals of the IASR. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. Wismettac does not host its own website and does not have control over the corporate website which is hosted by its parent company in the United States of America. As a result, Wismettac cannot post its Multi-Year Accessibility Plan on a website. However, members of the public can request a copy of Wismettac’s Multi-Year Accessibility Plan from the front desk at Wismettac’s Richmond Hill location. Upon request, Wismettac will provide a copy of the Multi-Year Accessibility Plan in an Accessible Format.



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Training Personnel and Other Persons (January 2015)

Wismettac will ensure that timely training is provided on the requirements of the accessibility standards referred to in the IASR and on the Ontario *Human Rights Code* as it pertains to persons with disabilities to:

- all our Personnel;
- all persons who participate in developing Wismettac's policies; and
- all other persons who provide goods, services or facilities on behalf of Wismettac.

The training will be appropriate to the duties of the Personnel and other such persons.

Wismettac will provide further training when changes are made to this Policy. New Personnel and such other persons will be trained as soon as practicable. Appropriate records of training will be maintained, including the dates on which the training is provided and the number of individuals to whom it is provided.

INFORMATION AND COMMUNICATION STANDARDS

Accessible Websites and Web Content (January 2014)

Currently, Wismettac does not host its own website and does not have control over the content of our corporate website hosted by Wismettac's parent company in the United States of America.

If Wismettac establishes its own website prior to January 1, 2021, we will ensure the website and all content posted on the website after January 1, 2012 will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A, except where this requirement is impractical.

Feedback (January 2015)

Wismettac will ensure that its processes for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, Accessible Formats and Communication Supports, upon request. Wismettac will ensure that members of the public are notified of the availability of such an option.

Accessible Formats and Communication Supports (January 2016)

Wismettac will, upon request, provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in regards to information and communications under our control about our goods and services. using the appropriate accessible format or communication support wherever possible, in a timely manner and on par with the fee charged to others for the same information. Wismettac will notify the public about the availability of accessible formats and communications supports. Wismettac will review and determine its current offerings of accessible formats and communications supports and will engage in an ongoing process of identifying additional accessible formats and communications supports that may be offered.



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Accessible Websites and Web Content (January 2021)

If Wismettac establishes its own website on or after January 1, 2021, we will ensure that the website will conform to WCAG 2.0 at Level AA, other than certain requirements specifically excluded under the IASR.

EMPLOYMENT STANDARDS

Workplace Emergency Response Information (January 2012)

Wismettac provides Employees with disabilities individualized workplace emergency response information when the Employee's disability is such that the information is required and Wismettac has been informed of the need to accommodate the Employee's disability. Wismettac provides this information as soon as practicable after becoming aware of the need for accommodation.

Where the Employee requires assistance, Wismettac will, with the consent of the Employee, provide the workplace emergency response information to the person designated by Wismettac to provide assistance to the Employee.

Wismettac will review the individualized workplace emergency response information when the Employee moves to a different location within the organization, when the Employee's overall accommodation needs or plans are reviewed and when Wismettac reviews its general emergency response policies.

Recruitment, Assessment or Select Process (January 2016)

Wismettac will notify Employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Wismettac will ensure that job applicants are notified when they are individually selected to participate in the assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. Wismettac will consult with individuals who request accommodations and will provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants (January 2016)

When presenting offers of employment, Wismettac will notify the successful applicant of its policies for accommodating Employees with disabilities.

Informing Employees of Supports (January 2016)

Wismettac will ensure that employees are informed of its policies (and any updates to those policies) used to support Employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new Employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees (January 2016)



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Upon the request of an Employee with a disability, Wismettac will consult with the employee to provide, or arrange for the provision of Accessible Formats and Communication Supports for information that is needed to perform his/her job, and information that is generally available to other Employees. In order to determine the suitability of an Accessible Format or Communication Support, Wismettac will consult with the employee making the request.

Documented Individual Accommodation Plans (January 2016)

Wismettac currently accommodate the needs of its employees with disabilities as required under the Ontario *Human Rights Code*.

Wismettac will develop a written process for the development of individualized accommodation plans for Employees with disabilities.

If requested, information regarding Accessible Formats and Communication Supports provided will also be included in individual accommodation plans. The plans will also include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

The process by which Wismettac will consult with Employees, develop, determine, document, review and routinely update the individualized accommodation plan will be formalized. Wismettac will implement and maintain measures effective to maintain the privacy of its Employees with disabilities.

Return to Work Process (January 2016)

Wismettac will develop and maintain a documented return to work process for Employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work.

The return to work process will outline the steps Wismettac will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

The above stated return to work process will not replace, hinder or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement and Redeployment (January 2016)

Wismettac will take into account the accessibility needs of Employees with disabilities as well as individual accommodation plans, when conducting performance management reviews, providing career development and advancement to employees and when redeploying employees.

Contact for Questions

For questions related to Wismettac's *Integrated Accessibility Standards Policy*, please contact by email at accessibility@wismettacusa.com or telephone at 1-866-866-4454.