



Wismettac Asian Foods, Inc.

130-11388 No.5 Road

Richmond BC V7A 4E7

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www.wismettacusa.com

**WISMETTAC ASIAN FOODS, INC.
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
MULTI-YEAR ACCESSIBILITY PLAN (2014-2019)**

Part 1: Introduction and Background Information

Wismettac’s Commitment to an Inclusive and Accessible Work Environment

Wismettac Asian Foods, Inc. (“**Wismettac**”) is committed to treating persons with disabilities in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Integrated Accessibility Standards* regulation (the “**IASR**”) enacted under the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”).

Part 2: Accessibility at Wismettac

Accessibility Plan

The AODA seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, there are many obligations placed on organizations, including Wismettac, to ensure their Ontario workplaces and services are fully accessible to the public and employees, including persons with disabilities.

The IASR requires every employer with 50 or more employees in Ontario to develop and post a Multi-Year Accessibility Plan on their website. Wismettac’s *Multi-Year Accessibility Plan* outlines Wismettac’s comprehensive strategy to prevent and remove barriers to accessibility in accordance with 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 objective of the Multi-Year Accessibility Plan is to support Wismettac’s compliance with the AODA and the IASR and Wismettac’s commitment to treating persons with disabilities in a way that allows them to maintain their dignity and independence.

Part 3: Wismettac’s Multi-Year Accessibility Plan

Part I: General Requirements

Initiative	IASR Requirement	Action	Status	Compliance Deadline
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Initiative	IASR Requirement	Action	Status	Compliance Deadline
Establishment of Accessibility Policies	3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	<ul style="list-style-type: none">• <i>Accessibility for Ontarians with Disabilities Integrated Accessibility Standards Policy (the "Accessibility Policy")</i> developed and implemented.	Complete	January 1, 2014
	3(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.	<ul style="list-style-type: none">• Statement of organizational commitment included in the Accessibility Policy and the Multi-Year Accessibility Plan.	Complete	January 1, 2014



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	3(3) Large organizations shall, a) prepare one or more written documents describing its policies; and b) make the documents publicly available, and shall provide them in an accessible format upon request.	<ul style="list-style-type: none"> Information on how customers can request copies of Wismetac's Accessibility Policy is posted at Wismetac's Richmond Hill location. Wismetac will provide copies of the Accessibility Policy in an accessible format, upon request. 	Complete	January 1, 2014
Accessibility Plans	4(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and	<ul style="list-style-type: none"> Multi-Year Accessibility Plan established and implemented. Wismetac does not host a website and does not have control over the corporate website hosted by its parent corporation in the United States of America. Information on how customers can request copies of Wismetac's Multi-Year Accessibility Plan is posted at Wismetac's Richmond Hill location. Wismetac will provide copies of the Multi-Year Accessibility Plan in an accessible format, upon request. Multi-Year Accessibility Plan will be reviewed and updated as necessary, but in any event no later than January, 2019. 	Complete Complete Complete Ongoing	January 1, 2014



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Initiative	IASR Requirement	Action	Status	Compliance Deadline
	c) review and update the accessibility plan at least once every five years.			
Training	<p>7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to:</p> <p>a) all employees, and volunteers;</p> <p>b) all persons who participate in developing the organization's policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<ul style="list-style-type: none"> Wismettac will ensure that all employees, volunteers and other individuals as required by the IASR in Ontario complete training on the requirements of the IASR and on the <i>Human Rights Code</i> as it pertains to persons with disabilities. Training will be provided to new employees, volunteers in the Richmond Hill office as soon as practicable 	<p>Complete</p> <p>Ongoing</p>	January 1, 2015



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	7(5) Every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	<ul style="list-style-type: none"> Wismettac shall keep a record of the training provided under Section 7(1). 	Ongoing	January 1, 2015

PART II – Information and Communications Standards

Initiative	IASR Requirement	Action	Status	Compliance Deadline
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Initiative	IASR Requirement	Action	Status	Compliance Deadline
Feedback	11(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	<ul style="list-style-type: none"> • Individuals may provide feedback to Wismetac in any number of ways: <ul style="list-style-type: none"> ○ By email, to accessibility@wismetacusa.com. In writing, by sending or hand delivering feedback to Wismetac at the following address: <p style="margin-left: 20px;">Wismetac Asian Foods, Inc. 50 Fulton Way Richmond Hill, Ontario L4B 1J5</p> ○ In person, by visiting Wismetac's Richmond Hill location and hand delivering feedback in writing to the reception area. • Wismetac will provide other accessible formats and communications supports upon request to ensure that persons with disabilities are able to provide feedback and receive a response. 	Complete	January 1, 2015
	11(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	<ul style="list-style-type: none"> • Information regarding how an individual may provide feedback to Wismetac will be posted at Wismetac's Richmond Hill location. • This includes a statement regarding the availability of accessible formats and communication supports. 	Complete	January 1, 2015
Accessible Formats & Communication Supports	12(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible	<ul style="list-style-type: none"> • Wismetac strives to communicate with persons with a disability in a manner that takes into account both the disability and the individual person's preferred method of communication. Wismetac can communicate with 	Complete	January 1, 2016



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	<p>formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>members of the public in writing, via telephone, email, or meetings, either in person or via video conference. Wismettac recognizes that not all persons will wish to communicate in the same manner.</p> <ul style="list-style-type: none"> Wismettac will provide accessible formats and communication supports to persons with disabilities upon request, in a timely manner, that takes into account the person's accessibility needs due to disability. Wismettac will provide accessible formats and communication supports at a cost that is no more than the regular cost charged to other members of the public. 		
	<p>12(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> Wismettac will consult with any individual who requests accessible formats and communications supports to determine the suitability of an accessible format or communication support. 	Complete	January 1, 2016
	<p>12(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<ul style="list-style-type: none"> Information regarding how an individual can request accessible formats and communication supports will be posted at Wismettac's Richmond Hill location. 	Complete	January 1, 2016
Accessible Websites & Web Content	<p>14(2) Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)</p>	<ul style="list-style-type: none"> Implement requirements to conform with WCAG 2.0 at Level AA. 	Complete	January 1, 2021



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Initiative	IASR Requirement	Action	Status	Compliance Deadline
	2.0, initially at Level A and increasing to Level AA.			

PART III - Employment Standard

Initiative	IASR Requirement	Action	Status	Compliance Deadline
Recruitment, General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> Wismettac will notify its employees in Ontario and the public about the availability of accommodation for applicants with disabilities in its recruitment process by including such information in any job posting, whether such posting is made internally or externally. 	Ongoing	January 1, 2016
Recruitment, Assessment or Selection Process	23(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.	<ul style="list-style-type: none"> For positions based in Ontario, when Wismettac notifies job applicants that they have been selected to participate further in the recruitment process, Wismettac will notify those job applicants that accommodations are available upon request in relation to the materials or processes to be used during the assessment process by including a statement to this effect in its communication to applicants. 	Ongoing	January 1, 2016
	23(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a	<ul style="list-style-type: none"> For positions based in Ontario, if a selected applicant requests an accommodation, Wismettac will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs 	Ongoing	January 1, 2016



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Initiative	IASR Requirement	Action	Status	Compliance Deadline
	manner that takes into account the applicant's accessibility needs due to disability.	due to disability.		
Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> When making offers of employment for positions based in Ontario, Wismettac will notify the successful applicant of its policies for accommodating employees with disabilities by including copies of its policies for accommodating employees in Ontario with disabilities along with the offer letter or employment contract. 	Ongoing	January 1, 2016
Informing Employees of Supports	25(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ul style="list-style-type: none"> Wismettac will inform its employees in Ontario of its policies used to support its employees in Ontario with disabilities by providing copies of its policies to all employees. 	Complete	January 1, 2016
	25(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	<ul style="list-style-type: none"> Wismettac will provide copies of its policies used to support its employees with disabilities in Ontario to new employees in Ontario as soon as practicable after commencing employment. 	Complete	January 1, 2016



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Initiative	IASR Requirement	Action	Status	Compliance Deadline
	<p>25(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> Wismettac will provide updated information to its employees in Ontario whenever there is a change to its existing policies on the provision of job accommodations that take into account an Ontario employee's accessibility needs due to disability. 	Ongoing	January 1, 2016
<p>Accessible Formats and Communication Supports for Employees</p>	<p>26(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	<ul style="list-style-type: none"> Upon the request of an employee in Ontario 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 the employee's job and information that is generally available to other employees. 	Ongoing	January 1, 2016



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	26(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> In Ontario, when determining the suitability of an accessible format or communication support, Wismettac will consult with the employee making the request. 	Ongoing	January 1, 2016
Workplace Emergency Response Information	27(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	<ul style="list-style-type: none"> Wismettac will provide individualized workplace emergency response information to employees in Ontario who have a disability, where this information is necessary and where Wismettac is aware of the employee's need for accommodation due to the employee's disability. 	Complete	January 1, 2012
	27(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	<ul style="list-style-type: none"> Part of the process for the provision of individualized workplace emergency response information, if employee consent received. 	Complete	January 1, 2012



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	27(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	<ul style="list-style-type: none">• Part of the process for the provision of individualized workplace emergency response information.	Complete	January 1, 2012
	27(4) Every employer shall review the individualized workplace emergency response information, a) when the employee moves to a different location in the organization; b) when the employee's overall accommodations needs or plans are reviewed; and c) when the employer reviews its general emergency response policies.	<ul style="list-style-type: none">• Part of the process for the provision of individualized workplace emergency response information.	Ongoing	January 1, 2012



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Documented Individual Accommodation Plans	28(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	<ul style="list-style-type: none"> • Wismettac will develop and maintain a written process for the development of documented individual accommodation plans for employees in Ontario with disabilities. 	Ongoing	January 1, 2016
	<p>28(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to 	<ul style="list-style-type: none"> • Wismettac's written process for the development of individual accommodation plans in Ontario will address: <ul style="list-style-type: none"> ○ The manner in which an employee requesting accommodation can participate in the development of their individual accommodation plan; ○ The means by which the employee is assessed on an individual basis; ○ The manner in which Wismettac can request an evaluation by an outside medical or other expert, at Wismettac's expense, in order to determine if accommodation can be achieved and, if so, how; ○ The manner in which the employee can request the participation of a representative from Wismettac; ○ The steps taken to protect the privacy of the employee's medical 	Ongoing	January 1, 2016



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	<p>determine if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p>	<p>information;</p> <ul style="list-style-type: none"> ○ How often the individual accommodation plan will be reviewed and updated, and how this update will be accomplished; ○ The manner in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and ○ The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 		



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Initiative	IASR Requirement	Action	Status	Compliance Deadline
	29(2) The return to work process shall, a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and b) use documented individual accommodation plans, as part of the process.	<ul style="list-style-type: none">The return to work process will outline the steps Wismettac will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process.	Ongoing	January 1, 2016
	29(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	<ul style="list-style-type: none">Wismettac's return to work process will not replace or override any other return to work process created by or under any other statute.	Ongoing	January 1, 2016



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Initiative	IASR Requirement	Action	Status	Compliance Deadline
Performance Management	30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	<ul style="list-style-type: none">Wismettac will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when conducting performance management.	Ongoing	January 1, 2016
Career Development & Advancement	31(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<ul style="list-style-type: none">Wismettac will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees.	Ongoing	January 1, 2016



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Initiative	IASR Requirement	Action	Status	Compliance Deadline
Redeployment	32(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	<ul style="list-style-type: none">Wismettac will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual accommodation plans, when redeploying employees.	Ongoing	January 1, 2016

Part 4: Contact Information

If you have any questions, or have feedback related to Wismettac's *Multi-Year Accessibility Plan*, please contact Jocelyn Ho by phone at 1-866-866-4454 or by email at jocelyn.ho@wismettacusa.com.