



Multi-Year Accessibility Plan

OUR ACCESSIBILITY COMMITMENT

Sysco Canada is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner.

INTRODUCTION

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act (AODA)* with the goal of ensuring greater accessibility for Ontarians with disabilities by 2025. To help public, private, and non-profit organizations identify, prevent, and remove barriers to accessibility, the AODA contains accessibility standards in areas, including:

- Customer service
- Information and communications
- Employment
- Transportation
- Built environment.

The accessibility standard for customer service came into force in 2008. The next three standards, information and communications, employment, and transportation have been combined into the Integrated Accessibility Standards Regulations (IASR). The IASR is now law and the requirements will be phased in over time. The standard for the built environment for facilities and outdoor spaces is still in development.

This Multi-Year Accessibility Plan (Accessibility Plan) outlines Sysco Canada's compliance with the AODA, sets out Sysco Canada's upcoming and on-going obligations pursuant to the AODA, and identifies how Sysco Canada will meet those obligations. Sysco Canada is committed to fulfilling our requirements under the AODA and making its premises and services accessible to all Ontarians.

CUSTOMER SERVICE

Sysco Canada strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Sysco Canada is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

ONGOING INITIATIVES

- Continue to provide training on customer service to all new associates who interact with the general public and third party vendors using Sysco Canada's customized customer service training or where more appropriate, the Government of Ontario's "Serve-Ability" site.
- Refresh training on a periodic basis, not less than once in every two years.
- Review and update policies and standards regularly to ensure high quality, accessible customer service.
- Consult with key stakeholders and advisory groups on emerging or changing requirements.
- Review all customer feedback and take appropriate action.
- Continue to implement service disruption protocol by posting signs to advise the public where alternate service may be obtained, while repairs to existing service location are completed.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)

Part 1 (General)

Sysco Canada's Accessibility policy affirms its commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that Sysco Canada will achieve accessibility. Sysco Canada has created this Multi-Year Accessibility Plan outlining the Company's phased-in strategy for identifying, removing and preventing barriers to accessibility. The plan will be posted on our corporate website and will be provided in alternate formats upon request. Once all AODA initiatives have been met, the plan will be reviewed and updated at least once every five years.

Ongoing Initiatives

Training:

- Human Resources is aware of the training initiative for all associates to be trained on the requirements of the accessibility standards referred to in this regulation and on the Human Rights Code as it pertains to persons with disabilities.
- This training is in addition to the Customer Service Standard Training.
- All Ontario based associates will be trained and a record will be kept of the training.
- New associates will be trained as part of their on-boarding.
- Refresher training on the Customer Service Standards will be provided periodically, not less than once every two years.
- Where appropriate, publicly-available on-line resources will be used for training (See <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>).

Part 2 (Information and Communications)

Sysco Canada will follow best practices when developing, implementing, and maintaining information and communications strategies and products to ensure that information and communications are available and accessible to people with disabilities. This includes websites, intranet sites, communication materials, telephone communications and face-to-face interactions. The goal is to achieve the most effective and efficient access to information for all users.

Ongoing Initiatives

Feedback:

- Conduct a review of all feedback processes across the organization (internally and externally).
- Determine what accessible formats and communication supports will be provided upon request.
- Notify the public about the availability of these accessible formats and communication supports.
- Complete this initiative by January 1, 2015.

Accessible Formats and Communication Supports:

- Upon request, provide or arrange for information in accessible formats and/or provide communication supports for people with disabilities.
- Ensure that the information is provided in a timely manner, at no extra cost, and that the person making the request is consulted in order to determine the most appropriate format or support.
- Train all staff in the availability of communications in accessible formats and to whom requests should be forwarded.
- Ensure that specific people (Human Resources, Marketing, and Information Technology) are aware of the importance of responding to information requests.
- Complete this initiative by January 1, 2016.

Accessible Websites and Web Content:

- Ensure that all new websites and web content comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A (completion date January 1, 2014) and increasing to Level AA (excluding certain requirements as permitted by law) (January 1, 2021).
- Work with internal IT, web resources as well as external resources to ensure WCAG 2.0 Level A/Level AA are met as required.
- Conduct an assessment of the company's website and testing for accessibility.
- A course of action and timelines needed to achieve web accessibility will be outlined, based on the results of the assessment and compliance with the law.

Part 3 (Employment Standards)

Sysco Canada is committed to inclusive and accessible employment practices that attract and retain talented associates with disabilities.

Ongoing Initiatives

Evaluation and Review of Barriers:

- Sysco Canada will review existing recruitment and employment practices and identify potential barriers to employment, including without limitation:
 - Methodology of advising of potential job opportunities (advertising, word of mouth, connections with groups assisting people facing barriers to entry into the workforce).
 - Explicitly advising candidates that Sysco Canada encourage applications from persons with disabilities and has a policy of accommodating candidates.
 - Identification (and elimination) of barriers that may arise during the interview process.

Recruitment, Assessment or Selection Process:

- During the recruitment process, job applicants who are selected for assessments or interviews will be informed that accommodations are available and will be advised that materials that are used for assessment (e.g. aptitude testing) may be modified or provided in accessible formats.
- Applicants requesting accommodation will be consulted with in order to provide suitable accommodation that takes into account the applicant's accessibility needs.
- Creating systems to reduce or eliminate biases in recruitment processes (selection criteria, interview methodology).
- Complete this initiative by January 1, 2016.

Notice to Successful Applicants:

- Successful applicants will be notified of policies for accommodating associates with disabilities when offering employment. This notice will be included in the letter of offer to the successful applicant.
- Complete this initiative by January 1, 2016.

Informing Associates of Supports:

- All associates will be informed of policies for supporting associates with disabilities, including providing employment-related accommodations. New associates will receive this information during the orientation process.
- All associates will be given updated information whenever there is a change to existing policies on the provision of job accommodations.
- Associates will be assured that their privacy is respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent.

- Sysco Canada will post its policy on how to request accommodation on the intranet to remind associates of the availability of accommodation.
- Sysco Canada will ensure that any updates to the accommodation policy is circulated to all associates through orientation, training and associate intranet.
- Complete this initiative by January 1, 2016.

Accessible Formats and Communication Supports for Associates:

- Associates with disabilities will be consulted in order to provide them with the accessible formats and communication supports they require to do their jobs effectively.
- Complete this initiative by January 1, 2016.

Documented Individual Accommodation Plans

- Accommodation plans will be written for associates with disabilities indicating:
 1. How an associate requesting accommodation can participate in the development of their individual accommodation plan.
 2. How the associate will be assessed on an individual basis.
 3. How Sysco Canada can request an evaluation by an outside medical or other expert, at the employer's expense, to assist them in determining if and how accommodation can be achieved.
 4. How the associate can request the participation of a representative from the workplace in the development of the accommodation plan.
 5. The steps taken to protect the privacy of the associate's personal information.
 6. The frequency and manner in which the individual accommodation plan will be reviewed and updated.
 7. If an individual accommodation plan is denied, how the reasons for the denial will be provided to the associate.
 8. How the individual accommodation plans will be documented taking into account the associate's accessibility needs due to a disability.
- Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed.
- Associates will be trained on the duty to accommodate, the accommodation process, how to support the accommodation process and how to access information and assistance. The type of training will depend on the associate's level of responsibility.
- Front-line associates will benefit from self-study training provided by Sysco.
- Supervisory personnel, managers and directors will be provided more detailed training regarding their obligations (and rights).
- Complete this initiative by January 1, 2016.

Return to Work:

- Sysco Canada does have a return to work process that is generally used for Workers Compensation situations.
- Sysco is in the process of adapting that process for all absences related to disability.
- The return to work policy will document the steps the employer will take to facilitate the return to work of associates who are away from work due to disability.
- The return to work process will implement a method of determining the essential job tasks or job functions and determining the method of accommodating the associate so that the associate can perform the essential duties of the position (with or without accommodation as the situation may arise).

- A process will be put in place to ensure that managers understand the accommodations being made as well as the privacy/communication concerns and agreements around the return to work accessibility requirements.
- The return to work policy shall confirm that an individual documented accommodation plan (see above) may be implemented to facilitate the return to work process.
- Complete this initiative by January 1, 2016.

Performance Management:

- The accessibility needs of associates with disabilities will be taken into account with regards to performance management, including performance plans in accessible formats.
- A review of the existing performance management process is to be conducted in order to ensure that accessibility is built into the process.
- Complete this initiative by January 1, 2016.

Career Development and Advancement:

- The accessibility needs of associates with disabilities will be taken into account with regards to career development and advancement, including coaching and feedback.
- A review of the existing career development and advancement process is to be conducted in order to ensure that accessibility is built into the process.
- Complete this initiative by January 1, 2016.

Redeployment:

- The accessibility needs and individual accommodation plans of associates with disabilities will be taken into account when they are reassigned to other departments or jobs within Sysco Canada in order to avoid job loss.
- Complete this initiative by January 1, 2016.

CONTACT INFORMATION:

If you have questions on this policy or want to provide feedback, please contact AODA@corp.sysco.ca or 416-234-2676.

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Policy Owners:	HR
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