Central Smith Multi-Year Accessibility Plan (AODA)

2027-2031 Accessibility Plan

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act, 2025 (AODA) and the Integrated Accessibilities Standards Regulation (IASR) for Ontario employers with 50 or more employees.

Statement of Commitment

Central Smith is committed to treating all individuals with dignity, independence, integration, and equal opportunity. We are dedicated to meeting the needs of people with disabilities in a timely manner and will identify, remove, and prevent barriers to accessibility throughout our workplace.

This Multi-Year Accessibility Plan outlines our strategy to achieve accessibility and comply with the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards.

The plan will be reviewed and updated at least once every five (5) years and will be available in accessible formats upon request.

Central Smith is committed to meeting the accessibility needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Organization Information

Organization: Central Smith
Location: Selwyn, ON, Canada
Number of Employees: 50+ Employees
Plan Period: 2027-2031

Accessibility Achievements

Central Smith has implemented:

- An Accessibility Policy
- Accommodation processes for employees.
- Workplace emergency response information for employees requiring accommodation.
- Accessibility training for employees.
- Processes for receiving and responding to accessibility feedback.
- Accessible recruitment and hiring practices.

Last Reviewed: November 2026
Next Review Date: November 2031

This Multi-Year Accessibility Plan is available in accessible formats upon request.

Accessibility Strategy and Action Plan

Part I: Customer Service Standard

Objective: Provide accessible service to all customers, visitors, contractors, and employees.

Action Item	Timeline
Review Accessibility Policy annually	Ongoing
Maintain procedures for service animals and support persons	Ongoing
Provide alternate communication methods upon request	Ongoing
Continue accessibility training for new hires	Within 30 days of hire
Review customer feedback process for accessibility barriers	Annually

Part II: Information and Communication Standard

Objective: Ensure information is accessible to people with disabilities.

Action Item	Timeline
Maintain accessible feedback processes	Ongoing
Provide documents in accessible formats upon request	Ongoing
Ensure publicly available information can be converted into accessible formats	Ongoing
Review communications for accessibility requirements	Annually
Monitor legislative changes relating to digital accessibility	Ongoing
Where appropriate, continue to review and update our WCAG Compliance levels on our websites	Ongoing

Part III: Employment Standard

Objective: Ensure accessibility throughout the employee lifecycle.

Action Item	Timeline
Notify applicants that accommodations are available during recruitment	Ongoing
Provide accommodations during the interview and selection process upon request	Ongoing
Inform successful candidates of workplace accommodation policies	Ongoing
Develop individualized accommodation plans as required	Ongoing
Maintain return-to-work processes for employees with disabilities	Ongoing

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Consider accessibility needs in performance management and career development	Ongoing
Review accommodation processes annually	Annually
Review workplace emergency response information	Annually and as required

Part IV: Training

Objective: Ensure employees understand accessibility obligations and best practices.

Action Item	**Timeline**
Provide AODA training to all new employees	Within 30 days of hire
Maintain training records	Ongoing
Provide refresher training when legislation or policies are updated	As required
Train supervisors on accommodation and return to work obligations	Every 2 years

Part V: Design of Public Spaces Standard

Objective: Remove barriers within public spaces where applicable.

Action Item	**Timeline**
Consider accessibility requirements in renovations and new construction	Ongoing
Assess parking areas, exterior paths of travel, and entrances for accessibility barriers	Every 3 years
Maintain accessible features to prevent disruptions	Ongoing
Communicate temporary disruptions affecting accessibility features	As required

Part VII: Workplace Barrier Identification

Objective: Proactively identify and remove accessibility barriers

Action Item	**Timeline**
Conduct workplace accessibility reviews	Annually
Incorporate accessibility considerations into health and safety inspections	Ongoing
Review employee feedback regarding accessibility barriers	Ongoing
Develop corrective actions plans where barriers are identified	As required

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Next Review Date: November 2031

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Monitoring and Reporting

Progress on this plan will be monitored annually by Human Resources and reported to senior leadership.

The organization will:

- Review accessibility initiatives annually.
- Update the Multi-Year Accessibility Plan every 5 years.
- Post the current plan on the company website.
- Provide the plan in accessible formats upon request.

Contact information

Central Smith welcomes questions and feedback in relation to this plan, requests regarding accessibility may be directed to:

Central Smith Creamery
739 Lindsay Road, Selwyn, ON, K9J 0C5
705-742-5867
info@centralsmith.ca

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