Accessibility Policy & Plan 2026

Updated November 2026

Accessibility Policy and Plan

Bio Agri Mix LP Statement of Organizational Commitment

Bio Agri Mix LP (BAM) 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 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 barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Bio Agri Mix LP is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Bio Agri Mix LP 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.

Bio Agri Mix LP is committed to excellence in serving and providing goods, services, or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Training:
We are committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.
In addition, we will train:

a) all persons who participate in developing the organization's policies; and
b) all other persons who provide goods, services, or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles. New employees receive initial training on the Accessibility for Ontarians with Disabilities Act (AODA) as part of the onboarding process.

Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities. Equipment/devices will be available upon request.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. This policy is part of our Standard Operating Procedures site (currently SOLABS), and all employees are retrained every 3 years or sooner depending on policy updates.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices:
People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

If applicable, the company in conjunction with the people with disabilities will identify other measures that may be able to be used to access our goods, services, and facilities to try to limit any barriers.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.

Communication:
We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Write notes in large print
- Read out loud
- Provide electronic versions on request

We will collaborate with the person with a disability to determine what method of communication works for them.

Service Animals:
We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.
When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services, or facilities

Areas where service animals are not permitted:
Service animals are not permitted in GMP-controlled areas of our manufacturing facilities, including production, packaging, and controlled warehouse areas, due to Health Canada and US FDA requirements that Bio Agri Mix LP must comply with. Where access to these areas is needed, we will discuss alternative arrangements with the individual.

Support Persons:
A person with a disability who is accompanied by a support person will be allowed to have that person accompany them in the open areas of our premises.
In certain cases, this organization might require a person with a disability to be accompanied by a support person for health or safety reasons, to protect:

- the person with a disability
- others on the premises

Before making a decision, **Bio Agri Mix LP** will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption:
In the event of a planned or unexpected disruption to services or our open facilities for customers with disabilities, this organization will notify customers promptly. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:
Bio Agri Mix LP Site D, at 11 Ellens Street in Mitchell, ON

Feedback Process:
Bio Agri Mix LP welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.
Feedback may be provided in the following ways:

- Via telephone
- Email
- Letter by mail

All feedback, including complaints, will be directed to the appropriate personnel in the company, who will analyze and determine the appropriate solution to the concern.

Customers can expect to hear an initial reply within 2 business days of the company receiving the concern, or sooner.

Bio Agri Mix LP ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Bio Agri Mix LP notifies the public that documents related to accessible customer service are available upon request by posting a notice on the company's website and through direct contact at our facilities.

Bio Agri Mix LP will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Self-service kiosks are not available at Bio Agri Mix LP.

Procurement:
Note: Under the AODA, this is a requirement only for designated public sector organizations, the Government of Ontario, and the Legislative Assembly. Bio Agri Mix LP has chosen to adopt it voluntarily. We incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. If it is not practicable to do so, we will provide an explanation upon request.

Information and Communications:
We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.
We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

a) in a timely manner, taking into account the person's accessibility needs due to disability; and
b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

a) an explanation as to why the information or communications are unconvertible; and
b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports via the company's website, email, and other means.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment:
We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. When job applicants are individually selected to participate in an assessment or selection process, we notify them that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.
We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

a) information that is needed in order to perform the employee's job; and
b) information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will 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 accommodation needs or plans are reviewed.
c) when the employer reviews its general emergency response policies.

Individual Accommodation Plans for employees:

Bio Agri Mix LP is committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs.

Accommodations can be requested by the employee or identified by the employee's manager or Human Resources.

The employee is an active participant in this step:

- Information will be collected on the employee's functional abilities, not the nature of the employee's disability.
    - The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to carry out the accommodation process.
- The employee, their manager, and Human Resources will work together to find the most appropriate accommodation
    - A medical or other expert may be engaged (at the company's expense) to help determine if/how the employee's needs can be accommodated.
    - The employee may ask for other workplace representatives to participate in the process.

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information and/or emergency plan (if applicable)
- When the plan will be reviewed and updated

The manager or Human Resources will give the employee a copy of the individual accommodation plan, or written reasons for denying the accommodation, in an accessible format if required.

After implementing the accommodation plan, the employee, their manager, and Human Resources will monitor and review the plan to ensure its effectiveness. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the plan will be reassessed by all parties and the plan will be updated accordingly.

The accommodation plan will also be reviewed and updated if:

- The employee's work location or position changes
- The nature of the employee's disability changes

Return to Work Plan:

Bio Agri Mix LP is committed to supporting employees who have been absent from work due to a disability. We will use the following process to help employees who require accommodation to return to work.
The employee, along with Human Resources and their immediate manager, will work together to share information and find the most appropriate accommodation. For example:

Human Resources and the Manager

- Provide the employee with return-to-work information
- Help resolve any problems with treatment if requested to do so by the employee
- Maintain regular contact with the employee
- Ensure work practices are safe for the returning employee
- Assist with identifying accommodations
- Assist with analyzing the demands of each job task

Employee

- Gets and follows the appropriate medical treatment
- Provides updates about their progress, including information about their functional ability to perform the job
- Provides their health care provider with the return-to-work information

After identifying the most appropriate accommodation, safety considerations and any transitional measures, the details will be captured in a written plan.

Depending on circumstances, the employee may:

- return to the original position
- return to the original position with accommodation(s) on a temporary or permanent basis
- return to an alternate position on a temporary or permanent basis

The Return to Work Plan will be attached to the employee's Individual Accommodation Plan, where applicable. Bio Agri Mix LP provides employees with Short-Term Disability (STD) and Long-Term Disability (LTD) benefits as part of their employment package (some restrictions apply).

We will work in collaboration with third-party representatives managing STD and LTD claims to support the employee's safe and timely return to work. This approach ensures alignment between medical recommendations, workplace accommodations, and the employee's ongoing recovery and reintegration.

Following the implementation of the Return to Work Plan, the employee, Human Resources, and the manager will work together to regularly monitor and review the plan to ensure its continued effectiveness.

If the accommodation is no longer appropriate or the employee's needs change, the plan will be reassessed and updated accordingly to reflect the most suitable support and accommodations.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Design of Public Spaces:
We will meet accessibility laws when building or making major changes to our open public spaces.
We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Changes to Existing Policies:
Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

Multi-year accessibility action plan (2026–2030):

Bio Agri Mix LP's Human Resources team, in collaboration with the senior management team, will review our Accessibility for Ontarians with Disabilities Act (AODA) plan at least once every five years, or sooner, if necessary, to ensure compliance with current government standards. Training plans will be updated as new standards are introduced. The following actions identify BAM's ongoing approach to preventing and removing accessibility barriers. Actual completion dates and evidence should be recorded.

Focus area	Planned action	Responsibility	Timing / evidence
Recruitment and selection	Continue to include accommodation availability in job postings and interview communications; arrange suitable accommodations when requested.	Human Resources / Hiring Managers	Ongoing; retain postings and accommodation records.
Employee accommodation	Use the Medical Information & Accommodation Request Form and documented Individual Accommodation Plan process where an employee with a disability requires accommodation.	Human Resources / Managers	As required; retain confidential plans and review dates.
Emergency response	Assess whether an employee with a disability needs individualized workplace emergency response information; develop it with the employee and share with designated assistance persons only with consent.	Human Resources / Site Emergency Coordinators	As required; review on work-location change, accommodation review, and general emergency-plan review.
Accessible information and communications	Consult with employees or members of the public who request accessible formats or communication supports and provide suitable supports in a timely manner.	Human Resources / Relevant Department	As requested; document requests and response.
Website accessibility	Retain the evidence and results of the website accessibility review; address any barriers identified and reassess when material website changes are made.	Website Administrator / Management	Ongoing; retain assessment and remediation records.

Workplace and site access	Consider accessibility when planning renovations, changes to work areas, equipment, signage, or workplace processes; respond to barriers identified by employees or visitors.	Site Management / Maintenance / Human Resources	Ongoing and when changes are planned; record actions.
Training and awareness	Provide required accessibility training to new employees as soon as practicable and when relevant policies or requirements change; maintain dates and number of people trained.	Human Resources / Managers	Ongoing; training records.
Feedback and continuous improvement	Receive and review accessibility feedback or complaints, identify barriers, and assign corrective actions.	Human Resources / Relevant Manager	Ongoing; maintain feedback and action records.

Monitoring and review:

Human Resources will coordinate an annual review of the action items with senior management. The review should identify actions completed, barriers reported, corrective actions, responsible persons, and target dates. The plan will be reviewed and updated at least once every five years, and sooner where changes to BAM's operations, policies, or applicable requirements make an update appropriate.

Accessibility feedback and public availability:

BAM welcomes feedback about accessibility. Feedback may be provided by telephone, email, or letter. Human Resources will direct feedback to the appropriate person for review and response. BAM will provide this policy and plan in an accessible format or with communication support upon request, in consultation with the person making the request. Accessible formats and communication supports are available upon request.

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