

## **Multi-Year Accessibility Plan**

We are committed to meeting the needs of our employees, customers, and our community with respect to ensuring non-discriminatory practices are in place for the provision of services, facilities, and goods to people with disabilities. We place great importance on serving all customers, internal and external, with excellence, including people with disabilities. Our priorities are to establish inclusive employment and equitable customer service.

### **Introduction**

For over 70 years Browne has been committed to excellence in design and innovation. Throughout the years our product selection has changed, but one thing that has always stayed true is our commitment to innovation in design, function, quality, and our customer care.

This commitment extends beyond providing products for customers with diverse needs and into our internal practices and policies. Our accessible customer service policies and programs are consistent with the principles of independence, dignity, integration, and equality of opportunity.

We understand the importance of inclusion and accessibility and encourage new and existing customers and employees to voice their accessibility needs with us and we will position ourselves to offer accommodation as best possible, by removing and preventing barriers to accessibility.

Browne is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians, and the plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the applicable policies and programs.

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.

### **Past Achievements to Remove and Prevent Barriers**

Browne has and continues to ensure that its services are accessible to people with disabilities and understands that obligations under the Customer Service Standard of Ontario Reg 191/11 of the Accessibility for Ontarians with Disabilities Act, 2005 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.

We welcome feedback and place an emphasis on removing barriers that may prevent people from providing it. We welcome feedback through various means, including online, phone, and email submissions.

When we receive feedback, we do our best to identify the key concerns, assess the best way support can be offered, and take practicable action to address potential barriers on an ongoing basis.

Our Ontario employees have been trained to handle a temporary disruption to services used by persons with disabilities and is equipped to notify customers by including the reason for disruption, anticipated duration, and any possible alternatives available.

### **Information and Communication**

Browne has and continues to strive to ensure its services are accessible to people with disabilities. Browne Group Inc. has invested significant resources to ensure its website is made easier to use and more accessible for people with disabilities, with the strong belief that every person has the right to live with dignity, equality, comfort, and independence.

We continue our efforts to constantly improve the accessibility of its site and services in the belief that it is our collective moral obligation to allow seamless, accessible, and unhindered use also for those of us with disabilities.

In an ongoing effort to continually improve and remediate accessibility issues, we also regularly scan our websites with software specifically designed and intended to identify and fix every possible accessibility barrier on our sites. Despite our efforts to make all pages and content fully accessible, some content may not have yet been fully adapted to the strictest accessibility standards, possibly due to not having found or identified the most appropriate technological solution.

### **Employment**

Browne takes proactive measures to make the recruitment process as accommodating as possible. We consider whether the space we conduct interviews is accessible and the various accessibility options for all materials used in the selection process.

When recruiting, we inform all potential applicants about the availability of accommodation on our company website, on the careers page. We also state that applications from people with disabilities are welcome and encouraged as part of our initiative to foster a diverse and inclusive workforce.

If a selected applicant makes an accommodation request, we are prepared and willing to consult with the applicant to provide the accommodation. We consider this as an opportunity for Browne to get first-hand information about making your workplace more accessible. We understand that candidates with disabilities will know what accommodations are suitable for them. We are ready to follow the candidates' lead when it comes to accommodation and are willing to substitute one process for another.

Once a signed employment contract is submitted, we notify the successful applicant of our policies for accommodating employees with disabilities by sharing with them the Employee Handbook, which includes all workplace policies. Our related policies specify whom the applicant should contact if they wish to request accommodation. We encourage candidates and employees to make any request as soon as possible. This way we can do our best to make appropriate accommodation prior to the new hire's employment start date.

Throughout all stages of the recruitment process, we are open about our readiness to provide accommodation. We remain eager to listen to our candidates and keep in mind that by making our recruitment process as accessible as possible, we will be opening your positions to a range of knowledgeable, skilled, and qualified people waiting to be hired.

## **Training**

Browne implemented and maintains accessible customer service training for employees, in Ontario, develop policies, and provide goods, services, or facilities to customers on our behalf.

As part of our Accessible Customer Service policy and associated training, applicable individuals are trained within their first 3 months of employment. The training includes the following topics to ensure potential accessibility barriers are addressed.

- The purpose of the AODA and the requirements of the Customer Service Standard
- The Company's policies (and any changes) related to the Customer Service Standard
- 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.
- What to do if a person with a disability is having difficulty accessing our goods, services, or facilities.

## **Strategies and Actions**

### **Customer Service**

Browne is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others. As part of our Accessible Customer Service policy and plan, applicable individuals are trained within their first 3 months of employment to ensure they are confident in how best to address the removal of accessibility barriers.

### **Information and Communication**

Browne is committed to making our information and communications accessible to people with disabilities. Our company websites include improved Visibility Options and have dedicated Accessibility pages for transparency.

As part of our initiative to maintain information and communications accessible, we regularly scan our websites with software specifically designed and intended to identify and fix every possible accessibility barrier on our sites. Despite our efforts to make all pages and content fully accessible, some content may not have yet been fully adapted to the strictest accessibility standards, possibly due to not having found or identified the most appropriate technological solution.

### **Employment**

Browne is committed to fair and accessible employment practices. We welcome diversity and believe that backgrounds and experiences of all types can contribute to a strong team. We are an equal opportunity employer and welcome new ideas. We encourage all qualified applicants interested in joining the team to submit their application and are pleased to accommodate individual needs throughout the recruitment and selection process.

When an accommodation request is received by HR we have and continue to provide accommodation tailored to the future or current employee's specific concerns. Our team is trained to focus on removing accessibility barriers depending on the individual's needs and ensure those seeking accommodation feel supported and have equal opportunity during the entire employee experience from recruitment to onboarding and beyond.

Employees are encouraged to voice their need for accommodation as we work towards removing accessibility barriers of various kinds. Our latest *Individualized Workplace Emergency Response Plan* addresses the type of accommodation offered, how often the overall accommodation needs or plans are reviewed, and when the Company reviews our general emergency policies. This information is provided as soon as practicable after we become aware of the need for accommodation due to an employee's disability.

## **Training**

Browne is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

To ensure our customers, including those with disabilities, can benefit from our high standard of accessible customer service, we have an initiative in place where employees, volunteers, and service providers are trained on the following:

- Purpose of the AODA and the requirements of the Customer Service Standard
- The Company's policies (and any changes) related to the Customer Service Standard
- 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.
- What to do if a person with a disability is having difficulty accessing our goods, services, or facilities.

Our Accessibility Plan is publicly posted on our websites:

- [Browneco.com](http://Browneco.com)
- [Brownefoodservice.com](http://Brownefoodservice.com)
- [Cuisipro.com](http://Cuisipro.com)
- [Brownetechnology.com](http://Brownetechnology.com)

Standard and accessible formats of this document are free upon request from:

- [cs@brownec.com](mailto:cs@brownec.com)
- 1-866-475-6104

For more information on this accessibility plan, please contact the Human Resources Department at: [humanresources@browneco.com](mailto:humanresources@browneco.com).