

THE J. M. SMUCKER COMPANY
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT
MULTIYEAR PLAN
REVISED DECEMBER 17, 2013

1.0 Introduction

Under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and specifically Regulation 191/11 “Integrated Accessibility Standards” (“Regulation”), the Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations, including the Office of the Ombudsman, are required to develop multiyear accessibility plans outlining their **strategy to prevent and remove barriers, and to meet requirements under the Regulation. (O.Reg. 191/11, s.4).**

Smucker Foods of Canada Corp. will continue to act upon the requirements of the legislation as dictated by its assigned deadlines.

Smucker Foods of Canada Corp.’s plan sets out time frames for action, where appropriate, and in accordance with the Regulation. This plan will be posted on Smucker Foods of Canada Corp.’s website.

Smucker Foods of Canada Corp. has, and will, always endeavored to provide accessible service. The Company will continue to strive to remove barriers and accommodate those requiring assistance. This plan will assist the Company, going forward, in coordinating these efforts in meeting the needs of persons with disabilities.

2.0 Aim

Smucker Foods of Canada Corp. is required to establish, implement, maintain, and document a multi-year accessibility plan. This plan describes the strategy to prevent and remove barriers and enhance accessibility for individuals who work and interact with Smucker employees and customers. The plan outlines how Smucker Foods of Canada Corp. will meet its requirements under the Ontarians with Disability Act, the Accessibility for Ontarians with Disability Act, the Standards for Customer Service, and the Integrated Accessibility Standards Regulation.

3.0 Objectives

This Plan:

- 3.1** Describes the process by which the Company will identify, remove and prevent barriers;
- 3.2** Reviews recent efforts of the Company to remove and prevent barriers;
- 3.3** Describes the measures the Company will take in the next 3 years to identify, address and prevent barriers (see 4.0);
- 3.4** Makes a commitment to provide an annual status report on the multiyear accessibility plan implementation;
- 3.5** Makes a commitment to review and update the multi-year accessibility plan at least once every five years;
- 3.6** Describes how the Company will make this accessibility plan available to the public.

4.0 Commitment to Accessibility Planning

This plan will be presented to the Smucker Foods of Canada Corp. senior Leadership team for approval. The Company is committed to:

- Maintaining an AODA Accessibility Planning Committee;
- Continuing the process of consulting with people with disabilities; and,
- Ensuring Company policies and procedures are consistent with the principles of accessibility and inclusive/universal design.
- The Accessibility Planning Committee will provide input regarding accessibility issues, where appropriate, to new policies and procedures and to those under review;

5.0 Accessibility Planning Committee Members

The following positions will compose the Accessibility Planning Committee Members:

- Chair of the AODA Committee
- Director of Human Resources
- Health and Safety Committee Chair
- Office Services Manager
- Human Resources Specialist
- Customer Service Manager

6.0 Smucker Foods of Canada Corp.'s Commitment to Accessibility Planning

The Company is committed to:

- The improvement of access to building premises, facilities and services for our employees and our customers.
- Ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our working environment.

Smucker Foods of Canada Corp. will operate in a manner that promotes inclusion and is free from barriers, to provide an accessible environment for its employees and customers. Through the annual accessibility plan status report process, the Company's programming, policies and practices will be assessed to ensure continuous improvement in accessibility.

7.0 Barrier Identification Process

The Accessibility Planning Committee used the following methods to identify barriers to accessibility for people who work, learn, and participate in the school board community and environment.

Group Methods

Employee barriers to accessibility are self-identified.

Public Barriers to accessibility are identified by individuals accessing programs and services offered by the Company. Members of the public may bring concerns to the attention of the Company by phone, email or mail. Members of the public may bring concerns to the attention of the AODA Committee Chair via the contact information on the last page of the policy.

7.1 Barrier Classification

As required by the Ontarians with Disability Act (ODA), the Accessibility Planning Committee first identified barriers which can be grouped into the following nine types:

- Architectural
- Attitudinal
- Built Environment
- Informational
- Physical
- Policy/Practice
- Systemic
- Technological

The AODA 2005 identified specific additional barriers to accessibility through the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and the Integrated Accessibility Standards Regulation 191/11. See Appendix A.

7.2 Policies and Procedures for Barrier Identification

Policies and procedures were developed to meet the requirements under the Accessible Customer Service Regulation and further policies and procedures have been developed to address the requirements of accessibility standards in the areas of information, communications and employment as set out in the Integrated Accessibility Standards Regulation.

The multi-year plan will reference documentation related to the following areas:

Accessible Information and Communications	- ongoing
Monitoring and Feedback on Accessible Customer Service	- ongoing
Return to Work	- ongoing
Individual Accommodation Plans	- ongoing
Accessibility in Employment	- Dec 2016
Employment Recruitment Process	- Dec 2016

7.3 Currently identified Barriers

The following Facility-related barriers have been identified. When required at a specific date, or when completing major renovations or constructing new facilities, the Company will attempt to remove the identified barriers.

- Apple Creek office: installation of automatic door opener buttons at front door, both inside and outside of door
- Apple Creek office: bathroom with wheelchair accessible sink/mirror
- Whitehall bathroom with wheelchair accessible sink/mirror
- Whitehall inner front door button (after card use), both inside and outside of door
- Whitehall button on bathroom door (in conjunction with accessible sink/mirror), both inside and outside of door

8.0 Review and monitoring process

Throughout the year, evaluation of the effectiveness in implementing the barrier-removal and prevention strategies will be ongoing in preparation for the next year of accessibility planning. The Accessibility

Planning Committee Chair will seek members to serve in any vacant positions that are identified. Accessibility Planning Committee Members remind employees about their roles in implementing the plan.

9.0 Communication of the Plan

Smucker Foods of Canada Corp.'s accessibility plan will be posted on the Company website at <http://www.smuckers.ca/feedback> and hard copies will be available upon request. The plan can be made available in accessible formats. Contact information for accessible format requests:

Call: 905-940-9600
Email: AODA.Feedback@jmsmucker.com
Send mail to: AODA Feedback
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