



Accessibility for Ontarians with Disabilities Program

A. STATEMENT OF COMMITMENT

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* ("ADDA") is to create a more accessible Ontario by identifying and, to the extent possible, preventing and eliminating barriers experienced by persons with Disabilities. There are five standards set out under the AODA, all of which will be implemented by the year 2025. These standards include: customer service, transportation, information and communications, built environment and employment (collectively the "Integrated Accessibility Standards" or "IAS").

Bunge Canada ("Bunge" or the "Company") is committed to meeting the objectives and requirements of the AODA and IAS, including the accessibility needs of persons with Disabilities with respect to the Company's programs, services and facilities, in a timely manner.

B. DEFINITIONS

ACCESSIBLE FORMATS

Formats that are an alternative to standard print and are accessible to persons with Disabilities. Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with Disabilities.

ASSISTIVE DEVICES

Ensure staff is trained and familiar with various assistive devices that may be used by customers with Disabilities while accessing our goods or services.

COMMUNICATION

Communicate with people with Disabilities in ways that take into account their Disability (written, verbal or other).

COMMUNICATION SUPPORTS

Supports that persons with Disabilities may need to access information. Communication Supports may include, but are not limited to, captioning, alternative and augmentative supports, plain language, sign language and other supports that facilitate effective communications.

DISABILITY or DISABILITIES

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a Guide Dog or other animal, or on a wheelchair or other remedial appliance or device;
- b. A condition of mental impairment or developmental disability;
- c. A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder; or
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

GUIDE DOG

A highly-trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58* under the *Blind Persons' Rights Act, 1990* to provide mobility, safety and increased independence for people who are blind.

SERVICE ANIMALS

Welcome people with Disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Employees will not touch or interact with service animals.

SUPPORT PERSONS

A person with a Disability who is accompanied by a support person will be allowed to have that person accompany them on our premises employees will direct customer service to the customer. If required, ask for confidentiality releases to be signed by the customer.

C. CUSTOMER SERVICE

1.0 Purpose

Bunge is committed to providing accessible customer service consistent with the principles of dignity, independence, integration and equality opportunity as set out in the Customer Service Standard under the AODA.

2.0 Scope

This Policy applies to:

- a. the provision of goods and services at premises owned and operated by Bunge in Ontario.
- b. employees, volunteers, agents and/or contractors, whether or not on Bunge premises, who provide goods or services to members of the public or other third parties (e.g., other businesses) in Ontario on behalf of Bunge.
- c. persons who participate in the development of Bunge's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

3.0 Procedure

This Policy addresses the following:

- a. The Provision of Goods and Services to Persons with Disabilities;
- b. The Use of Assistive Devices
- c. The Use of Guide Dogs, Service Animals and Service Dogs
- d. The Use of Support Persons
- e. Notice of Service Disruptions
- f. Customer Feedback

a. The Provision of Goods and Services to Persons with Disabilities

Bunge will make every reasonable effort to provide its goods and services to persons with Disabilities in a way that respects their dignity and independence and provides them with the same opportunity to access our goods and services at the same time in the same place and manner as other customers. Bunge aims to:

- provide all persons with Disabilities with goods and services of the same or similar value and quality;
- allow persons with Disabilities to do things in their own ways and at their own pace when accessing goods and services, as long as this does not present a safety risk;
- use alternative methods when possible to facilitate access to the same services, in the same place and in a similar manner;
- take into account individual needs when providing goods and services; and
- communicate in a manner that takes into account the person's Disability.

b. Assistive Devices

Persons with Disabilities may use their own Assistive Devices as required when accessing goods or services provided by Bunge.

In cases where the Assistive Device presents a safety concern or where accessibility might be an issue, other reasonable measures will be considered to access the goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires Assistive Devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

c. Service Animals

A person with a Disability who is accompanied by a Service Animal or Guide Dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

A person with a Disability who is accompanied by a Service Animal or Guide Dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

If a Service Animal is excluded by law, Bunge will offer alternative methods to enable the person with a Disability to access goods and services, where possible (for example, securing the animal in a safe location and offering the guidance of an employee).

If it is not readily apparent that the animal is being used for reasons relating to a person's Disability, Bunge may request verification from the customer such as:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the Disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized Guide Dog or Service Animal training school.

The person who is accompanied by Service Animal or Guide Dog is responsible for its maintenance, care and control at all times.

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal that may impede its operations or the health and safety of its employees or visitors, Bunge will make all reasonable efforts to meet the needs of all individuals.

d. Support Persons

If a customer with a Disability is accompanied by a Support Person, Bunge will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the Support Person.

There may be times where seating and availability prevent the customer and Support Person from sitting beside each other. In these situations Bunge will make every reasonable attempt to resolve the issue.

In the event confidential information may be discussed, Bunge will seek consent from the person with a Disability prior to the discussions taking place.

e. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Bunge. In the event of any temporary disruptions to facilities or services that persons with Disabilities rely on to access or use Bunge's goods or services, reasonable efforts will be made to provide with as much advance notice as possible. In some circumstances, such as unplanned temporary disruptions, advance notice may not be possible.

When disruptions occur Bunge will post notices in conspicuous places such as: the point of disruption, main entrance, the nearest accessible entrance to the service disruption, on the Bunge website, and/or by any other method that is reasonable under the circumstances.

The notice will identify the following information, unless it is not readily available or known:

- the facilities or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options See

the attached example titled "Dear Valued Customers".

f. **Feedback Process**

Customers who wish to provide feedback can email, call or verbally provide feedback in person. Employees will accommodate the feedback process to meet individual customer's needs. All feedback will be directed to the Human Resources department. Customers can expect to hear back in 7 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Bunge welcomes any feedback on the provision of its goods or services. Feedback may be submitted in person, by mail, email, and fax or by telephone at:

Human Resources Department
Bunge Canada
2190 South Service Rd W
Oakville, ON L6L 5N1
Phone: (905) 825-7900
Fax: (905) 847-1336

E-mail: BNA.HR.CA.Accessibility@bunge.com

Feedback forms are available upon request. Bunge will review the feedback and endeavours to provide a response in a timely manner.

D. INFORMATION AND COMMUNICATIONS STANDARDS

The Company will create, provide and receive information and communications in a way that is accessible for persons with Disabilities.

1.0 Feedback

The Company will ensure that its process for receiving and responding to feedback is accessible to persons with Disabilities by providing or arranging for the provision of Accessible Formats and Communication Supports upon request.

2.0 Accessible Formats

Upon request, we will provide or arrange for the provision of Accessible Formats and Communication Supports for persons with Disabilities in a timely manner that takes in account the person's accessibility needs. The Company will work collaboratively with the person making the request to determine the suitability of an Accessible Format or Communication Support. We will also notify the public about the availability of Accessible Formats and Communication Supports.

3.0 Accessible Website

The Company will ensure that its new internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG"), Level A.

The Company will also take action to ensure that its internet websites and web content conform

with WCAG 2.0 Level AA, (except where this is impracticable), as outlined by the IAS. The requirements of WCAG 2.0 Level AA will be met by the Company by the compliance date of January 1, 2021.

E. EMPLOYMENT STANDARDS

The Company will identify, prevent and remove barriers at all stages of the employment life cycle for persons with Disabilities.

1.0 Recruitment, Assessment and Selection Processes

The Company will notify job applicants about the availability of accommodation for persons with Disabilities in its recruitment process. We will also notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available upon request. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs.

2.0 Notice to Successful Applicants

When making offers of employment, the Company will notify the successful applicant of its policies for accommodating employees with Disabilities.

3.0 Informing Employees of Supports

The Company will continue to inform employees of its policies and any updates to those policies used to support employees with Disabilities, including policies on the provision of job accommodation that take into account an employee's accessibility needs. This information will be provided to new employees as soon as practicable after commencing employment.

4.0 Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a Disability, the Company will consult with the employee to provide or arrange for the provision of Accessible Formats and Communication Supports needed to perform the employee's job, as well as information generally available to other employees. When determining the suitability of an Accessible Format or Communication Support, we will consult with the employee making the request. However, the Company reserves the flexibility to decide on the most appropriate Accessible Formats or Communication Supports for employees (based on the needs of the specific employee and the capacity of the Company to provide the support).

5.0 Workplace Emergency Response Information

The Company will provide individualized workplace emergency response information to employees with Disabilities if we are made aware of the need for accommodation. The Company will provide this information as soon as practicable after becoming aware of the need for accommodation.

In circumstances where the employee requires assistance, we will, with the consent of the employee, provide the workplace emergency response information to those designated by the Company to provide assistance to the employee (e.g., immediate supervisor, fire warden, etc).

Individualized workplace emergency response information will be reviewed when an employee moves to a different location within the office, when the individual overall accommodation needs or plans are modified when, from time-to-time, the Company reviews its general emergency response plans.

For more information on the Company's individualized workplace emergency response procedures, please see the attached documents titled:

- "Employees with Disabilities - Safety Procedure during Emergencies"
- "Employees with Disabilities - Assistance Requirements in case of Emergency Worksheet"
- "Employees with Disabilities - Emergency Response Plan".

6.0 Documented Individual Accommodation Plans

The Company will develop and have in place a written process for the development of documented individual accommodation plans for employees with Disabilities.

7.0 Return to Work Process

The Company will develop, document and have in place a return to work process for employees who have been absent from work due to a Disability, and who require Disability related accommodations in order to return to work. Such processes will be documented and will outline the steps the Company will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

8.0 Performance Management, Career Development and Advancement and Redeployment

We will take into account the accessibility needs and individual accommodation plans of employees with Disabilities in performance management processes, when providing career development and advancement opportunities, and when considering redeployment.

F. TRAINING AND RECORDS

The Company will ensure that training is provided to: (a) all employees; (b) all persons who participate in developing the Company's policies; and (c) all other persons who provide goods, services or facilities on behalf of the Company. Training will include:

- A review of the purpose of the AODA, the requirements of the IAS and the Ontario *Human Rights Code*;
- A review of this policy;

- How to interact and communicate with persons with various types of both visible and non-visible Disabilities;
- How to interact with persons with Disabilities who use an Assistive Device or require the assistance of a Guide Dog, Service Animal or Support Person.
- How to use equipment and/or devices made available on the Company' s premises to assist persons with Disabilities with obtaining, using or benefiting from the Company' s goods and services.
- What to do if a person with a Disability is having difficulty accessing the Company's premises and/or goods and services.

The training will be appropriate to the duties of the person receiving such training. The Company will incorporate this training requirement into hiring practices to ensure that new employees complete the required training within a reasonable time of having accepted a position with the Company.

We will maintain a record of employees who receive and complete the training. The records will include the dates that training is provided, and the names of the individuals who received and completed the training.