

# Accessibility Plan

## Plan Summary

This 2014-2021 accessibility plan outlines the actions that Coca-Cola Canada Bottling Limited (Coke Canada) has put in place to improve opportunities for people with disabilities.

## Commitment to Persons with Disabilities

Coke Canada is committed to treating all people in a way that allows them to maintain their dignity and independence.

We believe in integration and equal opportunity. We are committed to meeting the 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 Accessibility for Ontarians with Disability Act (AODA).

This multi-year accessibility plan focuses on the steps that Coke Canada is taking to comply with Ontario's accessibility laws. It was developed in accordance with Ontario's Integrated Accessibility Standards Regulations (IASR). It outlines Coke Canada's strategy to prevent and remove barriers and address the current and future requirements of the AODA.

To meet and sustain a high level of compliance and high-quality accessibility standards, we will review and update policies, practices and procedures on regular basis.

In accordance with the requirements set out in the IASR, Coke Canada will:

- Post this plan on Coke Canada's internal website.
- Provide all information related to the plan in alternative formats upon request.
- Review and update the plan at least once every five years.

## Accessible Emergency Information

We will provide employees with disabilities an individualized emergency response plan when necessary.

## Training

Coke Canada will continue to provide all employees working in Ontario with training on accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of our employees. Coke Canada will take the following steps to ensure that all employees are provided with the training needed to meet Ontario's accessibility laws:



- Key members of Coke Canada's HR Management team will receive ongoing training as changes are made to accessibility policies. Initial training of the HR team was completed in November 2013.
- Continue to develop and implement the required training modules for all new hires in Ontario. Implementation of the AODA training program began in December 2014.

Retraining will be provided to Coke Canada employees on an ongoing basis if changes are made to our accessibility policies.

### **Self-Service Kiosks**

Coke Canada does not currently have self-service kiosks for public use as defined under IASR. If self-service kiosks are used in the future, Coke Canada will ensure that they meet Ontario's accessibility laws when designing, procuring or acquiring self-service kiosks.

### **Information and Communications**

Coke Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Coke Canada reviewed all its new websites and new content to ensure they conform with the Web Content Accessibility Guidelines (WCAG 2.0, Level AA). We will incorporate all the compliance requirements into our existing websites and content and will develop a minimum standard for future websites and compliance to conform with WCAG 2.0, Level AA by January 1, 2021. Where we cannot comply with the requirements due to restrictions in our programming capabilities, information in an accessible format will be provided upon request.

Coke Canada has ensured existing feedback processes are accessible to people with disabilities upon request as of January 1, 2015 by reviewing and updating its feedback policies, practices and procedures.

### **Employment**

Coke Canada is committed to fair and accessible employment practices and will undertake a review of its policies, practices, procedures and make any required modifications to ensure compliance with AODA.

Coke Canada will notify the public and staff that, when requested, the Company will accommodate qualified people with disabilities during the recruitment and assessment processes when people are hired.

In 2013 and 2014, Coke Canada reviewed and updated its policies, practices and procedures and ensured IASR requirements are met when developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability.



Coke Canada will continue to prevent and remove potential accessibility barriers by maintaining and reviewing its employment-based programs (i.e. performance management, career development, etc.) on an ongoing basis to ensure the accessibility needs of employees with disabilities are considered.

### **For More Information**

For more information on this accessibility plan, please contact: [hr@cokecanada.com](mailto:hr@cokecanada.com).

Individuals can generally expect a response or preliminary response to their feedback within 10 - 15 business days of receipt by Coke Canada, if the nature of the feedback requires a response. In responding to feedback, Coke Canada will take such steps as are necessary to rectify any issues or concerns raised in a manner consistent with the Policy and our commitment to providing excellent and accessible customer service. Depending on the circumstances, such steps may include requesting additional information from the individual providing the feedback, investigating specific complaints and/or providing documentation or communications in accessible formats. Coke Canada will advise the individual providing the feedback of the results of the feedback review process as appropriate in the circumstances.

### **Revision Effective: 09/02/2019**

*The policies on this site apply to all employees of Coca-Cola Canada Bottling Ltd. unless otherwise specified or as required by Federal, Provincial or Local law or Collective Bargaining Agreement.*

*If you require this document in an accessible format or require communication support, please contact: [hr@cokecanada.com](mailto:hr@cokecanada.com).*