RFBT DISTRIBUTION CENTRE



ACCESSIBILITY POLICY (ONTARIO)

UPDATED: NOVEMBER 2026

RFBT Distribution Centre Accessibility Policy

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

1. Purpose

RFBT Distribution Centre ("the Company") is committed to identifying, removing, and preventing barriers for persons with disabilities and to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its applicable standards including the Integrated Accessibility Standards Regulation (IASR) and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA as well as any other accessibility-related obligations under the Ontario Human Rights Code.

The Company is committed to providing its goods, services, facilities, workplace, and employment practices in a way that respects the dignity and independence of persons with disabilities.

2. Scope

This policy applies to employees, employment applicants, delivery personnel, suppliers, contractors, business customers, visitors, and other individuals who interact with the Company's Ontario distribution, warehousing, logistics, and administrative operations.

3. Statement of Commitment

The Company is committed to providing an accessible and inclusive environment and responding to accessibility needs in a timely manner. The Company will work toward removing and preventing barriers while respecting individual circumstances and applicable health and safety requirements.

The Company is also committed to:

- Preventing and removing barriers to accessibility;
- Providing accessible formats and communication supports upon request, where required;
- Supporting accessible recruitment, employment, and accommodation practices;
- Providing accessibility training as required by law; and making this policy available to employees and the public.

DEFINITIONS

Accessibility: means giving persons with disabilities equal access to RFBT Distribution Centre's goods, services, facilities, workplace and employment opportunities in a way that respects dignity, independence, integration and equal opportunity.

Disability: means a broad range and degree of conditions. For the purposes of this policy, it includes any degree of physical, development, learning, mental health, sensory, visible, non-visible, and episodic disabilities. As well as any injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Barrier: A barrier is anything that makes it harder for a person with a disability to fully access goods, services, information, communication, employment or facilities. Barriers may be physical, architectural, technological, attitudinal, communication-related, or procedural.

Accommodation: Accommodation means reasonable steps taken to meet the accessibility-related needs of a person with a disability so they can fully participate in services, employment or workplace processes.

Service Animal: A service animal is used by a person with a disability for reasons related to their disability. Service animals are permitted in areas open to the public unless otherwise excluded by law.

Support Persons: A support person is an individual who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

Accessible Customer and Business Services

The Company will make reasonable efforts to ensure that persons with disabilities have equal opportunity to access its applicable goods, services, and facilities, including business inquiries, receiving and pickup coordination, distribution communications, and administrative services.

By:

- Communicating with persons with disabilities in ways that take disability-related needs into account.
- Allowing use of personal assistive devices where appropriate and consistent with safety requirements.
- Welcoming service animals and supports as described below.
- Providing notice of applicable temporary disruptions.
- Receiving and responding to accessibility-related feedback.
- Exploring alternative receiving, pickup, or delivery arrangements when standard processes create an accessibility barrier.

4. Accessible Customer Service

RFBT Distribution Centre is committed to serving all customers, including persons with disabilities, in a manner that respects their dignity and independence. RFBT Distribution Centre will make reasonable efforts to ensure that persons with disabilities have an equal opportunity to obtain, use, and benefit from the goods and services provided by the Company.

RFBT Distribution Centre will provide accessible customer service by:

- Communicating with persons with disabilities in ways that take their disability into account;
- Allowing persons with disabilities to use their own assistive devices, where appropriate;
- Welcoming service animals in areas open to the public
- Welcoming support persons who accompany persons with disabilities;
- providing notice of temporary disruptions to facilities or services used by persons with disabilities, where applicable;

- Exploring alternative receiving, pickup, or delivery arrangements when standard processes create an accessibility barrier
- Responding to feedback about the manner in which goods and services are provided to persons with disabilities.

5. Accessibility Within the Distribution Centre

The Company will consider accessibility needs for persons attending designated reception, visitor, meeting, and administrative spaces, as well as those arranging deliveries or product collections.

Loading docks, active warehouse floors, equipment zones, and other operational spaces may be restricted because of vehicle movement, material handling, or other hazards. Accessibility arrangements will be assessed individually and will not override applicable legal and health and safety requirements. When access to a particular area is unsafe or restricted, the Company will work with the individual to identify a suitable alternative.

6. Service Animals

Persons with disabilities may be accompanied by service animals in areas open to the public or other third parties unless the animal is otherwise excluded by law. If exclusion applies, the Company will work with the person to identify alternative means of accessing the relevant goods, services, or facilities.

7. Support Persons

The Company welcomes support persons accompanying individuals with disabilities in applicable areas of the premises. Where confidentiality, safety, or operational considerations arise, the Company will consult with the individual to identify an appropriate arrangement consistent with applicable law.

Where confidentiality, health or safety issues arise, The Company will work with the individual and support person to determine an appropriate approach.

The Company permits individuals with disabilities to be accompanied by their service animal or support person in areas open to the public, unless otherwise excluded by law and except where the animal may be at risk.

- Where a guide dog, service animal, or service dog is excluded by law, RFBT Distribution Centre will make reasonable efforts to provide alternative methods to ensure the individual with a disability can access its services. This may include:
    a. Arranging the individual and the service animal to meet employees in a safe reception, office or visitor area
    b. Bringing products, or other required materials to a safe accessible pickup location.
    c. Offer telephone, email or virtual meetings when entering a restricted area is unsafe.

d. Provide alternative access routes that avoid forklifts, loading docks and other operational hazards

Staff will not interact with a service animal without the permission of the owner or handler, unless required for safety or emergency purposes.

Employees are trained to address and resolve potential conflicts of rights (e.g., where an employee has allergies to animals or a related phobia) by working toward a reasonable and respectful solution for all parties involved.

6. Notice of Temporary Disruptions

If planned or unexpected disruptions affect facilities or services used by persons with disabilities, the Company will provide notice as soon as reasonably possible. Where applicable, notices will state the reason for the disruption, its anticipated duration, and available alternatives. Notices may be provided through signage, direct communications, or other appropriate methods.

7. Feedback Process

The Company welcomes accessibility feedback, requests for assistance, and reports of barriers involving its website, distribution operations, employment practices, communications, or facilities. Feedback and requests may be submitted using the contact information below.

The Company aims to acknowledge accessibility-related inquiries within 5–7 business days and will make reasonable efforts to respond in an accessible manner. The feedback process is available in accessible formats or with communication supports upon request.

Accessibility-related inquiries may be directed to RFBT Distribution Inc. Customer Support through the following channels:

Phone: (905)-479-0989
Email: accessibility@rfbtdistributioncentre.com
Address: 80 Bentley St. Markham, ON L3R 3L2, Canada

The Company will make reasonable efforts to respond to accessibility-related feedback and requests in a timely manner and in a way that takes the individual's accessibility needs into account.

8. Accessible Formats and Communication Supports

Upon request, the Company will provide or arrange accessible formats and communication supports in a timely manner and at no additional cost, as required by law. The Company will consult with the person making the request to determine an appropriate format or support. The Company will notify employees, applicants, and the public, as applicable, of availability upon request.

The Company will consult with the person making the request to determine the suitability of an accessible format or communication support.

The Company will also notify employees, applicants, and the public, as applicable, that accessible formats and communication supports are available upon request.

9. Employment Accessibility

The Company is committed to fair, inclusive, and accessible recruitment and employment practices. Accommodation is available upon request during recruitment, assessment, and selection processes.

The Company will inform employees about accommodation supports; provide accessible workplace information where required; establish documented individual accommodation plans and return-to-work processes where applicable; and take accessibility needs into account in performance management, career development, advancement, and redeployment as required by law. Accommodation arrangements will consider individual needs, essential job duties, and safety requirements.

10. Informing Employees of Supports

RFBT Distribution Centre will inform employees of its policies used to support employees with disabilities, including policies on the provision of workplace accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after they begin employment and will be provided to all employees whenever there is a material change to such policies.

11. Training

The Company will provide accessibility training as required by law to employees, managers, leaders, the Human Resources team, and any other persons who provide services on behalf of the Company, as applicable. Accessibility-related information, policies and training materials will be made available to employees through the Company's internal resources. RFBT Distribution Centre may maintain records of training completion, including dates and confirmations of completion, in accordance with its internal compliance and record-keeping practices.

12. Workplace Emergency Response Information

Where an employee has a disability and requires individualized workplace emergency response information, the Company will provide it as soon as practicable after becoming aware of the need. With the employee's consent, relevant information may be provided to a designated person assisting the employee in an emergency.

Individualized emergency response information will be reviewed when the employee changes work location, accommodation needs or plans are reviewed, or the Company reviews its general emergency response policies.

13. Accessible Website and Digital Communications

The Company is committed to improving website and digital communication accessibility. Where the IASR applies, the Company will ensure its public websites and applicable web content meet WCAG 2.0 Level AA requirements, subject to the exceptions and limitations prescribed by law.

Digital communications may include supplier information, employment opportunities, business inquiries, and distribution-related communications. When an individual encounters a digital barrier, the Company will make reasonable efforts to provide an accessible alternative. Third-party platforms may have accessibility features outside the Company's direct control.

14. Multi-Year Accessibility Plan

Where required by law, the Company will establish, maintain, document, and publish a multi-year accessibility plan describing its strategy to prevent and remove barriers and meet AODA requirements. The plan will be reviewed and updated at least every five years, as applicable, and made available in an accessible format upon request.

15. Availability of Policy

This policy will be made available to employees and, where applicable, to the public through the Company's designated policy or registration page.

Accessible formats of this policy will be made available upon request.

16. Questions or Requests

Requests for accommodation, accessible formats, communication supports, or accessibility-related feedback may be directed to:

RFBT Distribution Centre Inc.
80 Bentley Street, Markham, ON L3R 3L2, Canada
Email: accessibility@rfbtdistributioncentre.com
Phone: (905)-479-0989

Employees requesting workplace accommodation may also contact the Human Resources Department or their designated management representative.