Multi-Year Accessibility Plan (2026–2030)

RFBT Distribution Centre Inc.

This Multi-Year Accessibility Plan outlines a phased approach to identifying, preventing, and removing barriers in the RFBT Distribution Centre's warehousing, logistics, visitor, and administrative operations while addressing applicable requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). The Company will review progress periodically and update this plan at least once every five years where required by law.

1. Statement of Commitment

RFBT Distribution Centre Inc. ("the "Company") is committed to treating individuals in a manner that respects their dignity, independence, integration, and equal opportunity. We will work to identify, prevent, and remove accessibility barriers and provide accommodation and accessible services in a timely manner, subject to applicable health and safety requirements.

RFBT Distribution Centre Inc. will identify, remove, and prevent barriers to accessibility and meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its associated standards.

2. Purpose of This Plan

This Multi-Year Accessibility Plan outlines RFBT Distribution Centre's strategy to prevent and remove barriers and to meet current and future requirements under the AODA.

The plan will be:

- Reviewed and updated at least once every five (5) years
- Posted on our website
- Available in accessible formats upon request
- Supported by annual progress updates

3. Accessibility Standards & Action Plan

3.1 Accessible Service and Distribution Operations

Goal: Provide accessible interactions for drivers, suppliers, contractors, customers, and visitors while maintaining safety around docks, forklifts, moving equipment, and restricted areas.

Actions:

- Reviewing visitor check-in, receiving and pickup procedures, signage, delivery documents, and designated meeting points.

- Offer reasonable alternative arrangements when a restricted loading area cannot be safely accessed.
- Recognize service animals and support persons in permitted areas in accordance with applicable law.
- Provide notice of disruptions affecting accessible facilities or services where required.

3.2 Information and Communications

Goal: Make essential workplace, visitor and distribution-related information accessible, including warehouse instructions, logistics systems, office documents, and shift communications.

- Provide accessible formats and communication supports on request and consult on suitability.
- Make the availability of accessible formats known and maintain an accessible feedback process.
- Review high-priority warehouse work instructions, shift communications, logistics scheduling and tracking systems, administrative documents, and relevant forms for accessibility barriers.

3.3 Accessible Websites and Digital Content

Goal: Review the public website, careers information, downloadable documents and accessibility information against applicable Web Content Accessibility Guidelines (WCAG) 2.1 Level AA requirements.

- Assess applicable public web content and remediate identified barriers.
- Review new and updated digital materials for accessibility.
- Offer alternative ways to access information where individuals encounter online barriers.

3.4 Employment

Goal: Provide accessible recruitment, onboarding, employment, and return-to-work processes

- Notify applicants and employees of the availability of accommodations.
- Review recruitment, interview, assessment, offers, orientation and workplace communications.
- Establish or confirm individualized accommodation plans and disability-related return-to-work procedures where required, including consideration of modified duties, ergonomic workstations, accessible software and communication supports, and safe material-handling accommodations based on individual needs and essential job duties.
- Review individualized workplace emergency response information, evacuation accessibility, and assistance arrangements for warehouse floors, logistics work areas, and office spaces.
- Consider accessibility needs in performance management, training, and career development.

3.5 Training

Goal: Ensure personnel understand accessibility responsibilities relevant to their roles.

- Provide role-relevant IASR, Ontario Human Rights Code, and accessible customer-service training, including accessible warehouse instructions, logistics communication tools, office procedures, and accommodation request processes.
- Keep required training records and refresh materials when relevant policies change.

3.6 Design of Public Spaces and Facilities

Goal: Identify and address applicable accessibility barriers in warehouse work areas, logistics and office workstations, designated visitor spaces, and newly developed or redeveloped public areas.

- Review accessible entrances, routes, parking, visitor reception areas, warehouse access routes, office workstations, and related signage, while maintaining applicable equipment and occupational safety requirements.
- Consider applicable accessibility standards in new or redeveloped spaces.
- Review disruption notices and safe arrangements for areas affected by maintenance or construction.

4. Feedback Process and Information

Accessibility feedback, requests for accommodation, and accessible-format inquiries may be directed to RFBT Distribution Centre Inc. using the following contact information:

Email: accessibility@rfbtdistributioncentre.com
Phone: (905)-479-0989
In person or by mail: 80 Bentley Street, Markham, ON L3R 3L2, Canada

The Company will respond in a timely and accessible manner. The plan and related policies will be made publicly available where required, and accessible formats will be provided upon request.

The following tables summarize planned actions. “Planned” indicates an intended future action; and “Ongoing” indicates continuing work. Statuses must be validated by management before external publication.

Policies & Procedures	Status
Available to the Public	**Complete**
Available in Alternative Formats - upon request	**Complete**
Develop policies that include a clear statement and demonstrate the organization’s commitment.	**Complete**

Accessibility Plan - Multi-Year	Status
Development of Accessibility Plan	**Complete**

Accessibility Plan Posted on Website	**Complete**
Review progress and update every 5 years	**Ongoing**
Provide alternative formats - upon request	**Complete**

Training	**Status**
Providing accessibility training for all current staff and new hires	**Ongoing**
Maintaining all training records	**Ongoing**
Update training manuals and policies to reflect accessibility obligations	**Complete**

Feedback Process and Information	**Status**
Ensure entire feedback process is accessible through customer service	**Ongoing**
Accessible formats and communications available upon request	**Ongoing**
Internet website and web content WCAG 2.1 Level A/AA	**Ongoing**

Employment	**Status**
Notify employees and applicants of accommodation availability upon request	**Ongoing**
Notify applicants of available accommodations during recruitment and hiring processes	**Ongoing**
Develop, document, and provide Individualized Accommodation Plans (IAP) when required	**Ongoing**
Provide individual Workplace Emergency Response Information when required	**Ongoing**
Provide accessible formats and communication supports available to perform job duties	**Ongoing**
Provide return-to-work processes for employees with disabilities when required	**Ongoing**
Performance Management and Training & Development accounts for accessibility needs	**Ongoing**

Distribution Operations & Visitor Access	**Status**
Review driver check-in, signage, delivery paperwork and safe meeting points	**Planned**
Consider alternatives to inaccessible or restricted loading docks	**Planned**
Review accessibility of essential warehouse communications and instructions	**Planned**

Review safe, accessible work instructions and communication methods for Warehouse Associates	**Planned**
Review logistics desk and administrative work areas for accessible workflows and reasonable adjustments	**Planned**

Design of Public Spaces	**Status**
Incorporate Design of Public Spaces on any newly developed or redeveloped spaces when applicable	**Ongoing**