

2024 – 2027 Accessibility Plan

1.0. General

Providence Grain Solutions is an affiliated company of Providence Grain Group ("PGG"), a grain company that sources conventional grain from farmers and delivers it to our customers worldwide. The PGG headquarters is in Fort Saskatchewan, Alberta; grain elevators and offices are in Alberta, Saskatchewan, and Manitoba.

PGG is committed to breaking down barriers and promoting accessibility and equal access to information, services, and spaces for all individuals. Our commitment to accessibility includes a dedication to understanding and addressing the diverse needs of our employees, our customers, and the public, as well as the development of an inclusive space that recognizes the unique strengths and perspectives of individuals with disabilities. As part of these commitments and our dedication to accessibility, PGG is proud to present its first Accessibility Plan.

This plan was developed in consultation with all company employees, including those with a disability. Employees had an opportunity to provide their suggestions directly to the HR department and participate in roundtable discussions at the company's locations. In addition, the information from external organizations that serve people with disabilities was used to develop this plan, including WCB, which offers a Training-on-the-job (TOJ) program for employers.

To prepare the plan, we reviewed the accessibility of your organization's practices and services, conducted research, and evaluated our organization's accessibility to help identify barriers.

We asked ourselves what equity means. It recognizes that some people are more disadvantaged than others in terms of access to services and facilities, and therefore, there is a responsibility to address this lack of equity.

Creating a barrier-free environment takes time, and we are dedicated to identifying, removing, and preventing barriers.

A summary of primary opportunities include:

- Improving the attraction of persons with disabilities to jobs in our company
- Expanding the range and options for accommodation
- Being better prepared to provide information in accessible formats when requested
- A complete assessment of facilities, procurement procedures, company programs for our customers and employees, new initiatives, and ongoing services

2.0. Statement of Commitment

PGG is committed to establishing a feedback process as a part of our commitment to accessibility. All employees, customers and members of the public equally will be able to help us stand by our Accessibility Plan by sharing ideas and providing us with constructive feedback on how we can improve.

3.0. Contact Information and Feedback Process

PGG welcomes feedback from employees, customers, and members of the public regarding accessibility at PGG and this plan. We are committed to reviewing this feedback and addressing any barriers identified.

Please provide your name and contact information if you require a response to your feedback. If your feedback relates to a specific issue, please be descriptive and include details such as the date, location, and service involved.

There are multiple ways to get in touch with us. Anonymous feedback is also encouraged.

Contact: Human Resources

Mailing Address: #168 11870 88 Ave. Fort Saskatchewan, AB. T8L 0K1

Email: info@providencegrain.ca

Phone Number: 780-997-0211

Webpage: <https://providencegrain.ca/> - scroll down on the main page to find our Accessibility Plan

4.0. Definitions

The following definitions apply throughout this plan:

The ACA defines a disability as:

"means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society".

The ACA defines a barrier as:

"means anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."

Based on the information from organizations that serve people with disabilities, there are a few types of disabilities:

1. Vision (e.g. low vision, colour blindness etc.)
2. Motor/ Mobility (wheelchair – user or walker concerns)
3. Auditory (hearing difficulties)
4. Learning/ Cognitive (e.g. dyslexia)
5. Invisible disabilities (mental health, chronic fatigue)

6. Episodic disabilities (diabetes, HIV, cancer, multiple sclerosis)
7. Seizures (epilepsy)

5.0. Priority Areas

5.1. Employment

Ensuring accessibility is a fundamental requirement at every phase of the employment process. This involves providing accommodations to both candidates and employees when required and incorporating accessibility into all aspects of employment.

Barrier:

- There may be an opportunity to remove further barriers to employment and facilitate accommodations during the interview, onboarding, and employment stages.

Actions:

- We will review and amend, where necessary, our employee life-cycle processes and policies, which may demonstrate gaps in providing a barrier-free employment environment.
- We will allow candidates to request accommodations through the recruitment process.
- We will provide specific training to prevent unconscious bias and awareness among all managers and supervisors within our organization.
- To educate employees on the accessibility services for physical and mental disabilities available to them through the benefits plan

5.2. Built Environment

The built environment incorporates human-made architecture and facilities serving as the physical environment where people work. When locations and offices are renovated, we aim to achieve a design accessible to all people to the maximum extent possible according to our industry standards. We strive for spaces that are easy for all to access without physical barriers.

Barrier:

- PGG accepts that not all our locations will be suitable for accessibility upgrades, and they have various levels of accessibility that are primarily dictated by the safety requirements and bona fide occupational requirements of the roles performed at each site.

Actions:

- Our goal over the next three years is to review our build environment. We will assess our facilities to understand which spaces may need improvement of accessibility measures.
- We will work on removing any accessibility gaps we may identify in our locations and offices while staying in alignment with safety and bona fide occupational requirements.

- From 2024 to 2025, we will consult farmers with disabilities about their experiences at PGG's facilities.

5.3. Information and communication technologies

Information and communication technologies are various technological tools and resources used to transfer, store, create, share, exchange information or provide a service to our employees and customers. We are committed to ensuring that information technology resources are accessible and can be used by individuals with a wide range of abilities and disabilities.

Barrier:

- We are aware that some accessibility features available in our communication tools may impact the ability of employees and customers with disabilities to use them. Our goal is to ensure that communication with employees and customers is clear, concise, and accessible.

Actions:

- In 2025, we will conduct audits of the PGG website, software, and forms for our customers to identify further accessibility barriers.
- In 2024-2025, we will consult with farmers with disabilities about their experiences with PGG's information and communication technologies.
- Identify and promote plain language standards in PGG forms and documents and ensure that employees responsible for internal and external communications are informed.

5.4. Procurement of Goods, Services, and Facilities

The Accessible Canada Act requires us to consider accessibility requirements for procurement and include accessibility as part of the provision of goods, services, and facilities, where appropriate (e.g., accessible technology, materials, and amenities). PGG recognizes that certain equipment purchased for use by employees may be more accessible than others. We will strive to ensure that accessibility culture continues to be part of our procurement process.

Barrier:

- There may be an opportunity for PGG to enhance the integration of accessibility into our procurement process by being more direct and intentional.

Actions:

- We will review and consider revising our procurement process to address any identified barriers and reinforce that accessibility must be considered when procuring goods and services.

5.5. Design and Delivery of Programs and Services

PGG recognizes that programs and services were generally not designed in consultation with people with disabilities. How PGG designs and delivers its internal and external programs and services matters in fostering accessibility. This includes the programs and services for current employees and customers.

Barrier:

- There are common areas where people with disabilities may experience barriers to accessibility in the design and delivery of accessible programs and services, including customer service.

These include, but are not limited to:

- Policies that do not take accessibility into account
- Accessibility of information
- Customer service
- Accessibility of technology and systems

Actions:

- Design a process to capture feedback from employees and customers with disabilities to identify and remove barriers in our programs and services.
- We will review internal templates (checklists) for planning and hosting customer events.
- We will include accessibility considerations in preparation for customer events.

5.6. Transportation

The Accessible Canada Act also recognizes transportation as one of the priority areas of accessibility; however, PGG does not provide public transportation and has not identified barriers under this focus area of the ACA. Therefore, we do not have any commitment or actions regarding Transportation.

6.0. Consultations

A survey on accessibility barriers and areas for improvement was distributed to all PGG employees, including those with a disability. In general, employees played a crucial role in identifying areas that needed enhancement; however, at the same time, it was necessary to reduce stigma and increase awareness of disabilities among those who did not understand the value of the process.

To consult with our farmers/customers, we tasked each grain buyer who directly interacts with farmers to ask our customers' opinions and identify the barriers they face during their business interactions with the company.

We recognize the necessity for additional consultations with our farmers/customers, particularly those facing disabilities or living with someone with a disability. We are dedicated to collaborating with our industry partners to conduct more extensive and regular consultations.

The solutions addressing barriers highlighted by employees and customers have been incorporated into our accessibility objectives outlined in this plan. We also commit to ongoing consultation with employees and customers on accessibility.

7.0. Conclusion

PGG is committed to creating a welcoming environment where everyone, including people with disabilities, can actively participate and advance professionally. We will keep working with our staff and customers to make sure the planned changes are implemented.