



## BroadGrain's Multi-Year Plan

2014

Requirements	Action Items
<p>Accessibility Policy</p> <p>Develop and implement policies on how BroadGrain will achieve accessibility requirements</p>	<p>Published accessibility policy on <a href="http://www.broadgrain.com">www.broadgrain.com</a> and communicated to BroadGrain team</p>
<p>Accessibility Plan</p> <p>Create a multi-year accessibility plan and post on website</p>	<p>Published accessibility plan on <a href="http://www.broadgrain.com">www.broadgrain.com</a></p>
<p>Self-Serve Kiosks</p> <p>Consider accessibility when designing, or acquiring self-service kiosks if ever needed in the future</p>	<p>Create awareness of requirements of responsibility to consider this in future equipment changes/developments</p>
<p>Website Accessibility</p> <p>Conform to WCAG 2.0 Level A requirements</p>	<p>Website conformation according to standards</p>

2015

Requirements	Action Items
<p>Training</p> <p>Ensure training on requirements of Regulation and Human Rights Code to all team members</p>	<p>-Design a training course</p> <p>-Communicate training requirements to all customer service team members</p> <p>-Track completion of required training</p> <p>-Update employees as changes take place</p>
<p>Feedback Process</p> <p>Ensure existing feedback processes are accessible to persons with disabilities</p>	<p>-Communicate accessible options to all team members</p>

2016

Requirements	Action Items
<p>Accessible Formats and Communication Supports</p> <p>Make information accessible by providing accessible formats and communication supports in a timely manner</p>	<p>-Develop and implement accessible communication options</p> <p>-Inform BroadGrain staff of these options</p>
<p>Recruitment</p> <p>Notify applicants about availability of accommodation during availability of accommodation during recruitment process</p> <p>Provide and arrange for accommodation upon requests for a person with a disability</p> <p>Inform successful applicants about policies in place for accommodating employees with disabilities</p>	<p>-Prepare communication to accompany job postings regarding availability of accommodation</p> <p>-Create an accommodation request form and train staff as required</p> <p>-Include information regarding accommodating disabilities in employment letter</p>
<p>Accommodation during employment</p>	<p>-Create an accommodation request form and train staff</p>

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# BROADGRAIN

<p>Advise employees of policies to support employees with disabilities          Upon request make information accessible          Take accessibility needs into account re (a) performance management (b) career development and advancement and (c) re-deployment</p>	<p>as required          -Communicate support available to all new and existing employees</p>
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2017

Requirements	Action Items
<p>Design of Public Spaces Standards             Construct or redevelop any public space in accordance with Part IV.1 of the Regulation</p>	<p>-Communicate accessibility requirements to landlords of all locations</p>

2021

Requirements	Action Items
<p>Internet Websites and Content             All internet websites and web contents must conform with WCAG 2.0 Level AA</p>	<p>-Create awareness of responsibility to ensure all new web content continues to adhere to guidelines</p>