



Multi-Year Accessibility Plan

2021-2026

**THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON
REQUEST**

Statement of Commitment

Statement of Organizational Accessibility Commitment

Lallemand is committed to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the provincial accessibility legislation.

Accessibility Standards for Customer Service Regulation

Lallemand remains compliant with the Accessible Customer Service Standards Regulation. We continue to ensure that in our day-to-day activities, we fulfill all the requirements of this Regulation in keeping with the principles of dignity, independence, equality and integration. For example:

- Lallemand ensures that all new staff receive training on the requirements of the Regulation, with particular emphasis on how to serve and communicate with all people
- We welcome feedback in person, by mail or email, by telephone and by fax.

Accessible Employment Standards Regulation

Lallemand meets the requirements of the Accessible Employment Standards within the IASR.

We provide:

- individualized workplace emergency response information to employees who have a disability.
- notification to its employees and the public about the availability of accommodations for applicants with disabilities during the interview process.
- notification to successful applicants of its policies for accommodating employees with disabilities when offering employment. This notice will be included when the job is offered to the successful applicant.
- information to all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations. Information will be provided through newsletters, staff memos, email and staff meetings. (New employees will receive this information during the on-boarding process)

- a written process for the development of documented individual accommodation plans for employees with disabilities
- information whenever there is a change to existing policies on the provision of job accommodations.
- privacy regarding accommodation needs
- consultation with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their job effectively.
- accommodations where needed when an employee returns to work.

Accessible Information and Communications Standard

Feedback:

Our feedback processes are accessible to persons with disabilities through the provision of accessible formats and communication supports on request. Lallemand also notifies the public about the availability of accessible formats and communication supports.

- Lallemand and its other lines of business accepts feedback through its website where applicable and those other means as required
- Alternate formats are available on request for all feedback forms.

Design of Public Spaces Standard

When building new or making major changes to existing public spaces larger organizations like Lallemand must meet applicable requirements under Section 80 of the IASR related to public spaces for exterior paths of travel, accessible parking, obtaining information, and maintenance of accessible public spaces.

Meeting our Accessibility Commitment Going Forward

Introducing the Lallemand Five-Year Accessibility Plan

There are no new requirements for the coming five-year period, however some existing requirements will be monitored to ensure compliance as processes and procedures change.

Self Service Kiosks:

Lallemand does not currently have self service kiosks and does not foresee the use of self-service kiosks in the future, however Lallemand will have regard to accessibility for persons with disabilities when designing, procuring or acquiring self service kiosks when and if they are considered.

Accessible Websites and Web Content:

Internet websites and web content on those sites conform to Web Content Accessibility Guidelines or WCAG at the 2.0 Level AA as of January 1, 2021.

- The organization website is managed by the head office in the US. Where possible Ontario offices will encourage WCAG compliance and increased accessibility.

Design of Public Spaces:

As current facilities are updated and as new facilities are built we will continue to use the Design of Public Spaces and current provincial Building Code Accessibility requirements to increase accessibility in the built environment.

We Welcome Your Feedback



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