

# Jungbunzlauer

Jungbunzlauer

Multi-year Accessibility Plan, 2024-2029

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## Message from Jungbunzlauer

Jungbunzlauer is one of the world's leading producers of biodegradable ingredients of natural origin. We enable our customers to manufacture healthier, safer, tastier, and more sustainable products.

We are proud of our vision "From nature to ingredients®" and committed to the protection of people and their environment. We are also proud of our commitment to improving accessibility and inclusion throughout our organization by identifying, removing, and preventing barriers for people with disabilities.

With our headquarters in Switzerland, Jungbunzlauer has extensive operations globally, including our location in Port Colborne, Ontario. We realize that all businesses and services must work together to contribute to creating an accessible and sustainable environment and community.

As part of our commitment to increasing accessibility in our organization, we have prepared this Multi-year Accessibility Plan that will serve as a roadmap for employees to work towards becoming a more accessible and inclusive organization.

This Plan has been reviewed and approved by members of the Jungbunzlauer leadership team. We commit to reviewing the Plan annually and to using it as a resource to help us comply with Ontario's accessibility laws and to meet our own ongoing accessibility commitments and goals.

## Jungbunzlauer Statement of Commitment to Accessibility

Jungbunzlauer is committed to creating an inclusive environment for everyone. We seek to provide accessible, safe, dignified, and welcoming services for all employees, job applicants, customers, contractors, and visitors who use our goods, services, information, or facilities. We are committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and all applicable accessibility and human rights legislation.

## Accessibility Policies and Procedures at Jungbunzlauer

For more information on Jungbunzlauer accessibility services and options or to access online versions of the Accessibility Policy and Multi-year Accessibility Plan, visit our [Accessibility](#) page.

## AODA Compliance Achievements

Jungbunzlauer is committed to meeting all *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) compliance requirements and deadlines of a large (50+ employees) business or non-profit organization. This includes filing AODA accessibility compliance reports by the AODA deadlines applicable to the Company.

To review the *Accessibility for Ontarians with Disabilities Act, 2005*, go to Government of Ontario online laws at <https://www.ontario.ca/laws/statute/05a11>.

<b>Category</b>	<b>AODA Requirement</b>	<b>Compliance Status as of December 2023</b>
Employee Training	Provide accessible AODA and role-specific accessibility training, including training on Jungbunzlauer accessibility policies and procedures  Maintain a written record of training provided	Partially compliant, with updated training being provided to current and new employees throughout 2024 and ongoing
Customer Service Feedback	Provide accessible options for people to provide feedback and an accompanying accessibility feedback process	Compliant
Emergency Information	Provide accessible emergency and public safety information  Provide accessible emergency information to staff	Compliant
Transportation	Provide accessible transportation services	Not Applicable –

<b>Category</b>	<b>AODA Requirement</b>	<b>Compliance Status as of December 2023</b>
		Jungbunzlauer does not provide or manage transportation services
Accessibility Policies	Create an accessibility policy Make the accessibility policy public	Compliant
Accessibility Plan	Create a multi-year accessibility plan to help achieve accessibility goals Make the multi-year accessibility plan public	Compliant
Self-service Kiosks	Include accessibility features when purchasing or designing self-service kiosks – including any interactive electronic terminals that people use to access information	Not Applicable – Jungbunzlauer does not provide or manage any self-service kiosks
Accessible Websites	Ensure public websites that Jungbunzlauer controls or manages meet or exceed WCAG 2.0 AA guidelines	Compliant
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities	Compliant
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	Compliant
Public Information	Make public information accessible when requested	Compliant
Development of Public Spaces	Make new or redeveloped public spaces accessible	Compliant
Accessibility	File accessibility reports based on stated	Compliant

Category	AODA Requirement	Compliance Status as of December 2023
Reports	deadlines in the AODA	

**Accessibility Achievements Beyond AODA Compliance**

In addition to meeting its AODA compliance requirements, Jungbunzlauer has also accomplished several initiatives to work towards increasing accessibility and inclusion. This includes developing and delivering ongoing training activities related to increasing diversity, equity, accessibility, and inclusion.

The Company has also consulted with an external organization, AIM for Inclusion, to review its AODA compliance status and to update or create accessibility documentation, including Jungbunzlauer policies, procedures, and plans related to accessibility.

**Measures to Identify, Remove, and Prevent Barriers**

Those responsible for accessibility actions and initiatives within Jungbunzlauer use various measures to identify, remove, and prevent accessibility barriers.

**Identifying Barriers**

In order to meet or exceed AODA compliance requirements, Jungbunzlauer is committed to responding to employee, customer, and community feedback in identifying priorities to increase accessibility and inclusion.

**Removing and Preventing Barriers**

Jungbunzlauer management and staff have identified the following goals and actions to remove and prevent accessibility barriers at the Company over the coming years. Key Jungbunzlauer contacts, identified as Action Owners in the tables below, are responsible for ensuring that AODA compliance requirements and Company-identified accessibility goals and initiatives are carried out as per legislative and Company-identified deadlines.

**Accessibility Goals**

**Policies, Procedures, and Plans**

Jungbunzlauer management and staff, including the Policy Committee and the Joint Health and Safety Committee, are committed to maintaining and reviewing the Jungbunzlauer accessibility policy and multi-year accessibility plan annually. Reviewing the documents annually will help ensure that the Company continues to work towards greater accessibility and inclusion and accomplishes its accessibility goals as planned. It also enables the Company to produce accurate and informative accessibility status reports and AODA compliance reports when required.

In addition, any Jungbunzlauer policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure that the updated Statement of Commitment to Accessibility is shared within the Company and posted on the Jungbunzlauer website	Human Resources	January 2024
Ensure that facility emergency and evacuation plans are reviewed, updated where necessary, and available in an accessible format for employees and members of the public	Human Resources	June 2024
Ensure that all current and new employees are aware of additional supports available during emergency and evacuation situations	Human Resources	December 31, 2023 (for current employees) and Ongoing (for new employees)
Review existing Company policies and procedures with an accessibility, diversity, equity, and inclusion lens and edit policies and procedures as needed, using plain and inclusive language and accessible format	Human Resources	Ongoing, with annual reviews for most policies
Review accessibility-related policies (for example, Discrimination, Workplace Violence and Harassment Prevention) and ensure References include Accessible Policy and Accessible Employment Policy where relevant	Human Resources	Ongoing, with annual reviews for most policies
Develop a procurement policy and supporting resources (e.g., checklists) that incorporate accessible and inclusive purchasing guidelines, requirements, and practices	Human Resources	March 2024
Raise awareness among current and new employees about accessible services and supports at Jungbunzlauer	Human Resources	March 2024

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Review the multi-year accessibility plan and status of accessibility goals annually	Human Resources	Annually
Update multi-year accessibility plan minimum of every five years	Human Resources	December 31, 2029
File AODA compliance reports based on stated deadlines in the AODA	Human Resources	December 31, 2023 (and as required)

**Training**

Jungbunzlauer is committed to ensuring that its employees receive training on applicable accessibility and human rights laws (for example, in Ontario, training will be provided on the AODA and content in the *Ontario Human Rights Code* as it pertains to people with disabilities).

Training will be provided on Jungbunzlauer accessibility policies and procedures, as soon as possible following hiring. Refresher training is provided when changes are made to applicable accessibility legislation or to Company accessibility policies and procedures.

The Company also ensures that those providing services on behalf of the Company, including sub-contractors, and those participating in development or approval of Company policies, confirm they have received accessibility training similar to Company employees.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Review and update current AODA and accessibility training and ensure customized content is accurate, appropriate, inclusive, accessible, effective, and role-specific; ensure supporting resources are made available and reviewed with employees	Human Resources	December 2024
Review Jungbunzlauer team roles and responsibilities to determine employees that could benefit from Mental Health First Aid Training; schedule and deliver training as needed	Human Resources, Joint Health and Safety	June 2024

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Provide resources on how to create accessible information and communication to all Jungbunzlauer content creators	Human Resources	June 2024
Provide updated refresher training on emergency and safety procedures for employees	Human Resources	June 2024
Train managers in incorporating accommodation request and barrier review information in day-to-day management, informal supervisor and employee discussions, and performance management tasks	Human Resources	March 2024

**Customer Service**

Jungbunzlauer is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. The Company is also committed to ensuring that it provides persons with disabilities with integrated and equitable access to its goods and services.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Review and update Jungbunzlauer’s customer feedback process and raise awareness among employees and public to gather, address, and track feedback on accessibility barriers	Human Resources	March 2024

**Information and Communication**

Jungbunzlauer is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Company is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Develop and post new (clear, accessible) signage for evacuation directions and meeting points	Marketing and Communications	March 2024

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure that all Jungbunzlauer content creators have access to resources on how to create information in accessible formats (e.g., accessible Word, PowerPoint, and PDF documents)	Human Resources, Marketing and Communications	March 2024
Ensure that all public Jungbunzlauer web content and social media that the Company manages or controls meets or exceeds WCAG 2.0 level AA guidelines (excluding live captioning and audio description)	Marketing and Communications	In progress, with anticipated completion by December 31, 2025 (with content being provided in alternate formats, upon request, in the interim)
Develop and deliver inclusive language and accessible communication training, for management and all employees	Marketing and Communications	December 2024

**Employment**

Jungbunzlauer is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans.

All processes involve consultation with the employee or potential employee, when requested. The Company is also committed to informing all employees of policies and procedures that support employees with disabilities.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure that recruitment, job offer, and onboarding material includes clear information regarding welcoming and addressing accommodation requests, as well as relevant accessible employment	Human Resources	December 2023 for initial implementation, and ongoing for

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
<p>information</p> <p>Ensure the Onboarding Checklist and onboarding process include a review of accessible employment information</p>		<p>new job postings and new hires</p>
<p>Review and update accommodation request procedure to ensure a standardized operating procedure is in place</p>	<p>Human Resources</p>	<p>Ongoing, with annual reviews</p>
<p>Ensure that employee accessibility, organizational barriers, and accommodation requests are addressed and reviewed upon request by employees, during annual performance reviews, and when scheduled or needed to address accommodation requests</p>	<p>Human Resources</p>	<p>Ongoing, with annual reviews</p>
<p>Ensure that employees receive AODA and accessibility training in a timely manner, including information covering general AODA knowledge, relevant <i>Ontario Human Rights Code</i> and accessibility legislation, as well as Jungbunzlauer accessibility and related policies required for staff to perform their roles effectively</p>	<p>Human Resources</p>	<p>Ongoing, with annual reviews</p>
<p>Ensure that all current and new employees are aware of options and supports available to develop individual emergency and evacuation support plans upon request and where needed to support accommodations</p> <p>Ensure information is included in updated Emergency Preparedness and Response and Evacuation / File Drill Procedure documents and staff training is provided on these policies and procedures</p>	<p>Human Resources, Joint Health and Safety</p>	<p>March 2024 for initial implementation, and ongoing</p>
<p>Create a new employee suggestion box for Human Resources feedback, questions, and suggestions</p> <p>Raise awareness and encourage staff to provide feedback of all types; ensure feedback and questions are addressed in a timely manner (anonymously, where requested)</p>	<p>Human Resources</p>	<p>March 2024 for initial implementation, and ongoing</p>

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Post job descriptions on common internal drive for access by all staff	Human Resources	January 2024

**Built Environment or Design of Public Spaces**

The Company is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces in Ontario are designed in a way that takes into consideration the prevention or removal of barriers.

**Communication of the Plan**

The 2024-2029 Multi-year Accessibility Plan (MYAP) will be shared with Jungbunzlauer staff and the broader community. The MYAP is availability on the Jungbunzlauer website [Accessibility](#) page and available upon request in alternate formats.

**Contact Us**

If you have any questions or feedback, accommodation requests, or would like to request a copy of our accessibility policies in an alternate format, contact us at:

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