

*Prairie Flour Realty Ltd.*

*Prairie Flour Mills Ltd.*

*Accessibility Plan*

*2024 - 2026*





## **Accessibility Plan 2024 - 2026**

### **General**

#### **About Prairie Flour Mills Ltd.**

Prairie Flour Mills Ltd. is located in the heart of Western Red Spring country near Winnipeg, Manitoba, employing approximately 60 employees. Our state-of-the-art flour milling operation ensures that every batch meets the highest standards of quality. Our exceptional flour is trusted by industrial bakeries, retail and food-service distributors, and manufacturers across North America. We understand the unique needs of our customers and are dedicated to providing tailored solutions and reliable support to help them flourish in their respective industries. We work closely with local farmers and grain elevators, forging strong partnerships to source the optimum wheat varieties for our signature flours. We constantly strive to improve our processes, innovate our products, and exceed the expectations of our valued customers.

#### **Introduction and Requirements**

Prairie Flour Mills is a federally regulated company and is governed by the Accessible Canada Act (ACA), the Act takes a new approach to accessibility. Instead of waiting for people with disabilities to ask for barriers to be removed, we are starting to find, remove and prevent the barriers.

The Accessible Canada Act (ACA) is a federal law that aims to identify, remove and prevent barriers facing people with disabilities. The federal government adopted the Act in 2019. The goal of the Act is to create a Canada without barriers by 2040. The purpose of the ACA is to make Canada barrier-free by January 1, 2040. This involves identifying, removing, and preventing barriers in the following priority areas:

1. employment
2. the environment (buildings and public spaces)
3. information and communication technologies
4. communication, other than information and communication technologies
5. the procurement of goods, services and facilities
6. the design and delivery of programs and services, and
7. transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders)

Communication, as a priority area, includes the use of multiple speaking and sign language:

#### **Intent:**

This accessibility plan outlines the policies and actions that Prairie Flour Mills will put in place to improve opportunities for people with disabilities in accordance with the requirements under the accessibility Canada Act.



## **Accessibility Plan 2024 - 2026**

### **Executive Summary**

Prairie Flour Mills is committed to building a culture with accessibility for all. Not only is this part of our culture, but opening access to everyone is essential to our continued growth and competitiveness as an employer in the milling sector. We will contribute to a barrier-free Canada by building an accessibility plan that will support everyone. We want to give the best experience possible.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Prairie Flour Mills will build on our current efforts through the development of our initial Accessibility Plans as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility confident culture.

It is important to recognize and understand the needs of those with disabilities.

### **Summary of initial Opportunities Include:**

Prairie Flour Mills Ltd will make every reasonable effort to ensure that our policies, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by the following principles:

- Ensuring everyone is treated with dignity and fairly.
- Using alternative methods, when possible, to ensure that individuals with disabilities have access to the same services and programs and able to participate fully and equally in all areas.
- Allowing individuals with disabilities to do things at their own pace, as long as this does not pose a safety risk.
- Communicating in a manner which factors in the individual's disability. During developing policies, programs, services, and structures, persons with disabilities will be fully involved.
- Accessibility standards, policies and regulations will be made with the goal of achieving the highest level of accessibility and everyone has a meaningful option and be free to make their own choices, with support if they desire.

### **Input and Feedback**

Prairie Flour Mills Ltd.  
Address: PO Box 301, 11 Janzen Road, Elie, MB R0H 0H0  
Phone: 204-353-2895





## Accessibility Plan 2024 - 2026

### Feedback Contact

To provide feedback on the accessibility plan and any barriers you may encounter, please contact:

Position: *HR Manager*

Mail: *Prairie Flour Mills, PO Box 301, 11 Janzen Road, Elie, MB R0H 0H0*

Phone: 204-353-2895

Email: [pfm@prairieflour.com](mailto:pfm@prairieflour.com)

- Prairie Flour Mills Representative will acknowledge the feedback was received in the same way that it was sent to us, unless sent anonymously, then no reply is required.

### Priority Areas

#### Barrier #1

##### Employment:

##### Goal:

To ensure candidates and employees with disabilities and those experiencing barriers are supported throughout their entire employment.

##### Current:

- All employees are trained on our company Code of Conduct which outlines PFM's expectations that each employee has a responsibility to maintain a respectful workplace for all. All job postings include a statement that PFM not only values but supports employment equity within the workplace.

##### Actions:

- Enhance the career section of our website to increase visibility to people with disabilities of the various jobs available and highlight our commitment to their inclusion in our workforce.
- Educate hiring managers on accessibility and how they can ensure a barrier-free hiring, selection and accommodation process.
- Create awareness educate employees on the accessibility services for physical and mental disabilities available to them through the company.

#### Barrier #2

##### Built Environment (physical space):

##### Goal:

Prairie Flour Mills Ltd. will make every effort to provide the same opportunity for all to be able to access our workplace.



## **Accessibility Plan 2024 - 2026**

### **Current:**

PFM has a wide range of work areas, ranging from grain receiving, to offices, to labs, to production areas and shipping areas, which all have different levels of accessibility. Each area has a site-specific emergency action plan which currently does not include accommodating for any individuals with a disability. We will provide various tools and office equipment to accommodate employees in the workplace upon request.

### **Actions:**

- Identify accessibility improvement opportunities for our existing facilities (offices, warehouses, production, milling areas, lab, washrooms, kitchen, parking area & green spaces, etc.)
- Make sure any new construction of buildings follows the ACA design & building codes.

### **Barrier #3**

### **Information & Communication Technology (ICT):**

#### **Goal:**

Provide our employees with barrier-free ICT infrastructure (technological tools used to send, store, create, share, or exchange information) that will help employees in their daily jobs.

#### **Current:**

Prairie Flour Mills is in the process of migrating to Microsoft Office 365 which has multiple accessibility features such as: screen readers, reader mode, option of live captioning, subtitles and transcripts during meetings, and a built-in accessibility checker. Our online learning platform primarily used for health and safety training has slides compatible with software to assist employees with visual impairments. The platform is also committed to continuously enhancing accessibility features. Our forklift theory training through you tube does not have closed captioning but can be opened through the URL if needed.

#### **Actions:**

- Complete the migration to Microsoft 365.
- Communicate new accessibility features available in Microsoft 365 to all employees.
- Research additional support for employees to build on our existing success leveraging Microsoft 365 accessibility features.
- PFM will continue to incorporate compliance with relevant accessibility legislation into our website.
- Look into more types of accessibility learning platforms for all our training programs as needed.
- Implements new ERP System to better stream the daily process.



## **Accessibility Plan 2024 - 2026**

### **Barrier #4**

#### **Communication (other than ICT):**

##### **Goal:**

To ensure communication to be barrier free access for employees, customers, vendors and the public, when ever possible.

##### **Current:**

Our staff is conscious to use plain language for all public communication and internal communication. Company training videos have closed captioned available.

##### **Actions:**

- In 2025 we are committed to identifying and promoting universal design principles and plain language standards and ensure that teams responsible for internal and external communications are informed of these concepts.
- Consult with employees to provide or arrange for the provision of accessible formats and communication supports that is suitable and meets the needs of people with disabilities in a timely manner (as per the time frames listed in the *Accessible Canada Regulations*):
  - in print -regular and large format
  - audio format
  - braille
  - an electronic format that's compatible with adaptive technology meant to help people with disabilities.

### **Barrier #5**

#### **Procurement of Goods, Services, & Facilities:**

##### **Goal:**

Prairie Flour Mills understands that creating an accessible Canada is everyone's responsibility and ensures the goods and services purchased are accessible by design, where possible, so that people with disabilities can use them without adaptations.

##### **Current:**

Our current procurement process does not consistently include accessibility considerations. Our procurement process is an area that we intend to focus more on, to identify and correct any barriers identified. We need more consistent inclusion of accessibility considerations.





## Accessibility Plan 2024 - 2026

### Actions:

We are committed to:

- Developing an accessibility checklist during the procurement process for accessibility consideration.
- Incorporate accessibility requirements when creating our policies and procedures for training.
- Review internal procurement for dealing with suppliers for negotiation and supplier relationship management.
- Include accessibility considerations into procurement templates (e.g., requests for proposals) so that they inform the selection of external vendors, products and services and confirms that they will abide by the requirements of the *Accessible Canada Act*.

### Barrier #6

#### Design & Delivery of Programs & Services:

##### Goal:

When designing and delivering the Company's internal and external programs and services, Accessibility will be considered as part of the process right from the very start. This will ensure we are servicing our suppliers, customers, and the community without barriers.

##### Current:

PFM has a Code of Conduct policy, which employees are responsible to conduct themselves in a professional, and ethical manner at all times when interacting with co-workers, suppliers, customers and anyone else they may be in the presence of. Currently we do not have a formal process for customers or supplier to provide feedback to PFM on the accessibility of our programs, services, or deliveries.

##### Actions:

- Provide opportunities for our customers to provide feedback and receive additional accommodations upon request.
- Include accessibility considerations into requests for quotes/proposals, so that they inform the external vendors to confirm that the products and services supplied will abide by the requirements of the *Accessible Canada Act*.
- Find / research tools and services available to support the accessibility at our workplace.

### Barrier #7

#### Transportation:

- Prairie Flour Mills does not coordinate transportation for our employees or the public. This means that standards for transportation are not in the scope of this plan.



## Accessibility Plan 2024 - 2026

### Consultations:

Prairie Flour Mills Ltd.'s commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We gathered feedback through a company wide confidential survey. All priority areas were covered in the survey.

We will continue to survey employees, including those with disabilities and any working groups, that have been developed as part of this Accessibility Plan. The report will summarise our progress to achieve a barrier-free workplace.

### Definitions:

#### Accessibility:

Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

#### Barrier:

The *Accessible Canada Act* defines a barrier as “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.”

#### Disability:

The *Accessible Canada Act* defines a disability as “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, interaction with a barrier, hinders a person’s full and equal participation in society.”