



## **Prairie Flour Mills Ltd.**

### **2024/2025 Progress Report - 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 75 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 optimal 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 Ltd. 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 working towards identifying, removing and preventing 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 January 1, 2040. This involves identifying, removing, and preventing barriers in the following priority areas:

1. Employment
2. The built environment
3. Information and Communication technologies
4. Communication
5. Procurement
6. Programs and services
7. Transportation

##### **Intent:**

The accessibility plan and progress outlines the policies and actions that Prairie Flour Mills Ltd. have in place to improve opportunities for people with disabilities in accordance with the requirements under the accessibility Canada Act.



## **Prairie Flour Mills Ltd.**

### **2024/2025 Progress Report - Accessibility Plan 2024 - 2026**

#### **Executive Summary**

Prairie Flour Mills Ltd. 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 and want to give the best experience possible.

We are dedicated to the ongoing identification, removal and prevention of barriers. Prairie Flour Mills Ltd. is building on our current efforts through our initial Accessibility Plans as required under the Accessible Canada Act. Working towards these commitments helps us in building a strong accessibility confident culture.

#### **Summary of Initial Opportunities Include:**

Prairie Flour Mills Ltd. is making every reasonable effort to ensure that our policies, and procedures are consistent with a focus on dignity, independence, integration, and equal opportunity by adhering to the following principles:

- Ensuring everyone is treated fairly and with dignity.
- 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.
- Accessibility standards, policies and regulations are being made with the goal of achieving the highest level of accessibility, so everyone has a meaningful options, 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

##### **Feedback Contact**

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

Position: Business Manager

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

Phone: 204-353-2895 ext 225



## **Prairie Flour Mills Ltd.**

### **2024/2025 Progress Report - Accessibility Plan 2024 - 2026**

- A Prairie Flour Mills Ltd. 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.

#### **Progress:**

##### **Barrier #1**

##### **Employment:**

##### **Recruitment: Careers Board**

Accessible job advertisements and recruitment strategies build the foundations for a positive employment experience.

Prairie Flour Mills Ltd. implemented the following measures in our recruitment strategies:

- All job postings include a statement that PFM not only values but supports employment equity within the workplace.
- During job advertisement we are encouraging all candidates to apply and ensuring equal opportunities and diversification.
- Encouraging candidates to identify whether they require accommodation or additional support during the interview or recruitment process and reach out to us for accommodation.
- Promotes Prairie Flour Mills Ltd. as an equal opportunity employer with an emphasis on providing an inclusive and equitable workplace.

##### **Recruitment: Candidates**

The recruitment process has been made accessible for candidates who are selected to move forward in the recruitment process:

- If requested, candidates are provided with interview questions which they can read.
- This is particularly beneficial for candidates with mental health, developmental and cognitive disabilities.
- Documents and training tools are shared in an electronic format that can be modified to support e-readers, font changes, and other needs.
- Provide extra time to complete the training documents or onboarding documents.
- If needed, accommodate in-person or virtual interview processes.
- For in-person interviews.
  - Selecting a quiet, and welcoming space.



## **Prairie Flour Mills Ltd.**

### **2024/2025 Progress Report - Accessibility Plan 2024 - 2026**

- considering the accessibility to the space to support candidates with various mobility requirements.
- Rephrase interview questions to use clear language, offer additional time to answer and provide extra explanations if needed.

#### **Employees: General**

Upon hire Prairie Flour Mills Ltd. is committed to providing ongoing support and resources to ensure a smooth transition into the workplace that fosters an inclusive environment where all employees can thrive.

Accessibility measures taken to support Prairie Flour Mills Ltd. employees include:

- Our onboarding/orientation includes:
  - support employees with communication barriers while completing important documents such as health benefits and pension plan enrollment forms etc.
- For professional development:
  - training that is delivered virtually and can be transcribed upon request.
- Providing professional development.
- Potential workplace accommodation that can support return to work employees after injury recovery.

#### **Employees: Workplace Accommodations**

An accessible workplace will reduce the requirement for workplace accommodation, by proactively implementing positive practices that support the inclusion of all employees in the workplace. In 2024, we identified additional resources required and hired:

- Third party for extra resources and timely updates to help HR, health and safety staff, leadership team and employees.

#### **Employees: Benefits**

A comprehensive employee benefits package has a direct impact on accessibility to healthcare. By offering a wide range of benefits, Prairie Flour Mills Ltd. ensures that employees have the necessary resources to maintain their health and well-being. In 2024 Prairie Flour Mills Ltd. reviewed our health benefit package which includes:

- Health benefit package with multiple provisions and specialized health support and counselling.



## **Prairie Flour Mills Ltd.**

### **2024/2025 Progress Report - Accessibility Plan 2024 - 2026**

#### **Barrier #2**

##### **The Built Environment:**

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

- Building a new grain receiving lab, with an accessibility friendly washroom for everyone following the commercial code.
- Also building a new workshop and breakroom meeting the accessibility design and building codes requirements.
- Washrooms:
  - having signage in both Official Languages, with images.
  - grab bars
  - gender neutral washroom
  - menstrual products in washrooms
- a commitment to a scent free environment.
- Emergency and Evacuation Plan with pictures.

#### **Barrier #3**

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

Prairie Flour Mills Ltd. is committed to providing 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.

- Completed the migration to Microsoft 365.
- New accessibility features available in Microsoft 365 can be activated and used by employees.
- In the process of implementing a new ERP System to better stream the daily process.
- Using web tools to connect with customers and suppliers across the country, most of the communications are virtual.

#### **Barrier #4**

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



## **Prairie Flour Mills Ltd.**

### **2024/2025 Progress Report - Accessibility Plan 2024 - 2026**

Prairie Flour Mills Ltd. ensuring communication to be barrier free access for employees, customers, vendors and the public, when ever possible.

- Most of the training courses use video and print design which includes.
  - simple language, typography considerations (including font, size, alignment, etc) and color contrast
- Standardized text to graphics structure in documents which includes.
  - figure descriptions, contrasts, and legibility
- Standardized content format structure for documents:
  - a format for headers, sub-headers, page breaks and footnotes.
- 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.
- Consulting 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*):

#### **Barrier #5**

##### **Procurement:**

Prairie Flour Mills Ltd. 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.

- In 2025 we will be developing an accessibility checklist during the procurement process for accessibility consideration.
- Incorporating accessibility requirements when creating our policies and procedures for training.
- Reviewing internal procurement for dealing with suppliers for negotiation and supplier relationship management.

#### **Barrier #6**

##### **Programs & Services:**

When designing and delivering the Company's internal and external programs and services, Accessibility is 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.



## **Prairie Flour Mills Ltd.**

### **2024/2025 Progress Report - Accessibility Plan 2024 - 2026**

- Updating 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.
- Visit customers and provide opportunities for our customers to provide feedback and receive additional accommodations upon request.
- Including 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*.
- Training for accessibility awareness and encouraging staff to bring attention to any concern.
- Developing a checklist of accessibility best practices.

#### **Barrier #7**

##### **Transportation:**

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

##### **Consultations:**

In Prairie Flour Mills Ltd.'s commitment to make our workplace environment accessible to all, 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. External organizations were also contacted for their feedback.

We will continue to survey employees, including those with disabilities. 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.



## **Prairie Flour Mills Ltd.**

### **2024/2025 Progress Report - Accessibility Plan 2024 - 2026**

#### **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.”