

Multi-Year Accessibility Plan

2026–2030 | Prepared in support of the AODA and Ontario Regulation 191/11

This plan sets out the practical steps Schep's Bakeries Ltd. will take to identify, remove and prevent barriers to accessibility in its workplace, communications, hiring, visitor interactions, and any public-facing information or services under its control.

Effective date	April 20, 2026
Next formal review	No later than April 20, 2031
Prepared for	Schep's Bakeries Ltd., 813185 Base Line, Norwich, ON N0J 1P0
Availability	To be posted on public-facing website(s), if any, and provided in accessible format on request; a copy will also be kept available at the company premises.

Version 1.0

1. Statement of Commitment

Schep's Bakeries Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration, inclusion, equal opportunity and responsive service.

The company is committed to meeting the accessibility needs of persons with disabilities in a timely manner and to preventing and removing barriers in the areas addressed by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

This commitment applies to employees, job applicants, agency or contract workers under company direction, visitors, vendors, customers, carriers and members of the public who interact with Schep's Bakeries or access information controlled by the company.

2. About Schep's Bakeries

Schep's Bakeries Ltd. is a family-owned manufacturer based in Norwich, Ontario, known for syrup waffles (stroopwafels) and private-label waffle cookies. This plan has been tailored to a manufacturing and business-to-business operating context while recognizing that accessibility obligations also apply to employment practices, visitors to the premises, feedback channels, public information and any public-facing website or web content controlled by the company.

Publication note: Schep's Bakeries will post this plan on any public-facing website it controls. If the company does not maintain a public-facing website at any point in time, a current copy of this plan will remain readily available at the Norwich premises and will be provided in an accessible format on request.

3. Scope and Accessibility Framework

This multi-year accessibility plan outlines Schep's Bakeries' strategy to prevent and remove barriers and to support compliance in the following areas:

- general requirements, policies, training and governance;
- accessible customer service and feedback processes;
- information and communications, including accessible formats and communication supports;
- employment practices, accommodation and return-to-work processes;
- public-facing websites and digital information, where controlled by the company; and
- design of public spaces, where applicable to new construction or planned redevelopment.

This plan is intended to be practical, plain-language and workable within a manufacturing environment. It complements other company policies and procedures relating to customer service, health and safety, recruitment, accommodation, emergency response and facilities management.

4. Accessibility Roles and Responsibilities

Accessibility is a shared responsibility. The table below identifies the primary internal ownership areas for this plan.

Role / Area	Primary responsibilities
-------------	--------------------------

Ownership / Management	Approve the plan, allocate resources, assign responsibilities, review progress and update the plan at least every five years.
Administration / HR	Maintain training and recruitment records, coordinate accessible formats and communication support requests, and support accommodation and return-to-work processes.
Supervisors / Hiring Managers	Apply accessible employment practices, implement accommodations, communicate emergency response information where needed, and escalate barriers for resolution.
Operations / Facilities	Address barriers in visitor-facing areas, coordinate notice of temporary disruptions and consider accessibility requirements in future physical changes or redevelopments.
Website / Communications Support	Post the plan online where applicable, update public notices, and coordinate accessible public information and digital content under company control.

5. Multi-Year Accessibility Action Plan (2026–2030)

The following actions set out Schep's Bakeries' accessibility priorities for the current planning cycle.

Area	Key actions	Target timing	Lead
Governance and plan availability	Maintain written accessibility policies and this plan; keep a copy readily available at the premises; post the plan on public-facing website(s), if any; provide the plan in accessible format on request.	Q2 2026 and ongoing	Mgmt.
Training and records	Train employees, managers and those involved in policy development on accessible customer service, the Ontario Human Rights Code and applicable AODA requirements. Provide training to new hires and when roles change. Keep training records.	2026 rollout; ongoing	Mgmt./HR
Feedback and communication supports	Maintain accessible methods for feedback by phone, email, written correspondence and in person. Consult with the requester and provide accessible formats or communication supports in a timely manner and at no extra cost.	Immediate and ongoing	Admin.
Public information and website(s)	Where the company controls public-facing websites or web content, post this plan and work toward applicable IASR website accessibility requirements for new or updated public information. Provide alternate accessible formats when needed.	2026 onward	Web / Mgmt.

Recruitment and hiring	Notify applicants that accommodations are available on request. Provide accessible recruitment, interview and selection processes as needed. Notify successful applicants of workplace accommodation supports.	As vacancies arise	Hiring
Employee accommodation and supports	Inform employees of accommodation supports. Provide workplace information in accessible formats on request. Develop individualized accommodation plans where required and provide individualized workplace emergency response information when needed.	Ongoing	HR / Supv.
Return to work and performance management	Maintain a documented return-to-work process for employees absent due to disability and take accessibility needs and accommodation plans into account during performance management, career development, advancement and redeployment.	Ongoing	Mgmt./HR
Customer service and visitors	Permit assistive devices and welcome service animals and support persons where applicable. Make reasonable efforts to provide accessible service at the premises. Give notice where accessible features or services are temporarily disrupted.	Ongoing	Ops.
Facilities and public spaces	When constructing new or making planned significant changes to applicable public spaces, incorporate required accessibility features and maintain accessible elements. Consider accessibility in entrances, paths, parking and service areas intended for public use.	As projects arise, 2026–2030	Ops./Mgmt.
Monitoring and review	Review progress periodically, address identified barriers and update this plan sooner if operations or facilities change materially. Complete the next formal review and update no later than April 2031.	Annual review; formal update by 2031	Mgmt.

6. Requests for Accessible Formats, Communication Supports and Feedback

Schep's Bakeries will work with the requesting individual to determine a suitable accessible format or communication support, taking the person's accessibility needs into account. Accessible formats may include, for example, electronic text, large print, Word format, plain-language summaries or other agreed supports depending on the request.

Requests and feedback will be addressed as promptly as reasonably possible. Schep's Bakeries will not charge more for providing information in an accessible format than it charges for the same information in other formats.

How requests will be handled

- The requester may contact the company by phone, email, mail or in person.
- Schep's Bakeries will discuss the request, identify the most appropriate accessible format or support, and confirm the practical next step.
- The company will provide the information or support within a reasonable timeframe based on the nature of the request and the availability of the source material.
- Where an immediate accessible format is not available, the company will communicate interim arrangements and expected next steps.

Accessibility Contact

Schep's Bakeries Ltd.
Attention: Accessibility Requests
813185 Base Line, Norwich, ON N0J 1P0
Phone: (519) 468-3759
Email: Contact@schepsbakeries.ca

7. Review, Monitoring and Updating

Management will review this plan periodically during the 2026–2030 planning cycle to monitor progress, respond to issues raised through feedback or internal review, and make adjustments where practical.

A formal review and update of this multi-year accessibility plan will be completed no later than April 15, 2031, or earlier if there is a material change to Schep's Bakeries' operations, facilities, workforce structure, public-facing website(s) or applicable legal requirements.

8. Reference Framework

This plan is intended to support compliance with, and should be read alongside, the following legal and policy framework:

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA);
- Ontario Regulation 191/11, Integrated Accessibility Standards (IASR); and
- Ontario Human Rights Code, as it relates to disability-related accommodation.

End of document