



## **Kellogg Canada Inc. Accessibility Policy and Multi-Year Accessibility Plan**

This 2014-2021 accessibility plan outlines the policies and actions that Kellogg Canada Inc. (“Kellogg”) will put in place to meet the accessibility needs of people with disabilities.

### **Statement of Commitment**

Kellogg is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the accessibility needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) and complying with the *Ontario Human Rights Code* (the “Code”).

### **Accessible Emergency Information**

Kellogg is committed to providing customers and clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Service Animals**

Kellogg welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, Kellogg may, after consulting with the person with a disability to understand their needs, require the person with a disability to be accompanied by a support person for the health or safety of the person with a disability or others on the premises, and if there is no other reasonable way to protect the health or safety of the person with a disability or others on the premises.

### **Notice of Temporary Disruptions**

Kellogg will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be posted in the reception area and in other conspicuous locations on the premises.

### **Repair and Maintenance**

Kellogg employees are aware to report incidents of damage to the premises when they become aware of any such damage and to prevent further issues. In addition, a detailed

inspection of Kellogg premises occurs monthly. All issues requiring preventative or emergency maintenance are reported to CBRE by creating a service request either (i) online through a Web Portal or Mobile App or (ii) by calling the 24/7 CBRE Helpdesk at 1-855-625-2252.

## **Assistive Devices**

Kellogg welcomes and encourages persons with disabilities to use their personal assistive devices while on Kellogg premises. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our premises.

We will ensure that our staff are trained and familiar with various assistive devices we have on our premises or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.

## **Training**

Kellogg provides training to employees, volunteers, persons who participate in developing Kellogg policies, and those who provide goods, services, or facilities on behalf of Kellogg on both the accessibility standards in the *Act* and the *Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other persons.

Individuals will be trained on the *Act* and the *Code* as it relates to persons with disabilities, how to interact and communicate with persons with various types of disabilities, how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person, how to use equipment or devices available on Kellogg premises that may help with providing goods, services, or facilities to persons with disabilities, and what to do if a person with a particular type of disability is having difficulty accessing Kellogg goods, services, or facilities. Training will occur on an ongoing basis and whenever changes are made to relevant accessible policies, practices, and procedures.

Kellogg has implemented training needed to meet Ontario's accessible laws.

## **Communication and Accessibility**

Kellogg is committed to meeting the communication needs of people with disabilities by taking into account their disability in any communication. We will consult with people with disabilities to determine what means of communication works best for them.

Kellogg has taken steps to ensure that all publicly available information is made accessible upon request by posting a notice on our website.

Kellogg has taken steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

## **Feedback**

Kellogg encourages feedback, including complaints, from members of the public regarding accessible customer service. Feedback can be provided in writing, by email, and over the phone:

Phone: 1-888-876-3750 (Monday – Friday, from 8:30 AM to 4:30 PM Eastern Time)

Mail: Kellogg Canada Inc., 5350 Creekbank Rd., Mississauga, ON L4W 5S1

Email: by visiting [https://www.kelloggs.ca/en\\_CA/contact-us.html](https://www.kelloggs.ca/en_CA/contact-us.html)

Kellogg will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request. Kellogg will notify the public about its feedback process on its website.. Feedback, including complaints, about the manner in which Kellogg provides goods, services, or facilities to persons with disabilities will be directed to the Consumer Affairs department. The Consumer Affairs department will respond to complaints within 15 business days.

We also accept feedback from employees through our Ethics Alertline, which accepts communications electronically and over the phone.

- We will develop accessible methods for accepting more informal feedback from employees, as the Alertline is meant primarily for reporting more serious ethics concerns.
- During the training sessions for employees that we deliver in connection with the training requirements of the *Act*, we will communicate to all employees the methods for accepting feedback. We will also communicate that we are committed to developing individualized methods of communication upon request.

## **Employment**

Kellogg is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- We will include a statement in all job postings conveying our commitment to accessible recruitment and hiring processes, and inviting individuals with accessibility concerns to communicate those concerns to us.
- We will include a similar statement in our written correspondence with job candidates during the recruitment and assessment process.

- At the time of hire, if applicable, we will communicate resources available for employees with disabilities.

Kellogg will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- We will conduct a comprehensive review of our current practices.
- We will work with our external vendors, as needed, to establish a process for receiving and processing requests for modified work arrangements.
- We will consider all requests for modified work on a case-by-case basis, and together with the impacted employee, develop individualized plans pursuant to which tasks are adapted or reassigned as needed.
- We will provide training to managers, as needed, so that they understand how best to support employees who have disabilities.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in connection with performance management, career development and redeployment processes:

- At present, many of our performance management and career development tools and resources are available online. We will review our current processes to determine whether other formats and tools are available for employees who may have difficulty accessing our online tools. We will also accommodate individual requests for accessible formats.
- We will communicate and promote the importance of focusing on achievement rather than ability or disability, and the retention and promotion of employees based on consistent, objective criteria.
- We will determine whether additional training resources are necessary for employees with disabilities to ensure that they have the same development opportunities as others.
- We will ensure that opportunities for transfer and promotion are provided in accessible formats.

## **Review and Updates to the Accessibility Plan**

Kellogg will review and make any updates to this accessibility plan every 5 years from 2014.

## **For More Information**

For more information on this accessibility plan, or to request accessible formats and communication supports of this document for persons with disabilities, please contact Kellogg as follows:

***Kellogg employees:***

Please contact Kellogg's Human Resources department through myHR, by phone at 1-877-554-6947, or through myHR online at <https://myhr.kellogg.com>.

***Kellogg customers, consumers, vendors and other members of the public:***

Please contact Kellogg's Consumer Affairs department, by phone at 1-888-876-3750, by mail at Kellogg Canada Inc., 5350 Creekbank Rd., Mississauga, ON, L4W 5S1, or online at [http://www.kelloggs.ca/en\\_CA/contact-us.html](http://www.kelloggs.ca/en_CA/contact-us.html).