



GENERAL MILLS CANADA CORPORATION
ACCESSIBILITY POLICY & MULTI-YEAR PLAN

I. PURPOSE AND SCOPE

The purpose of this Accessibility Policy and Multi-Year Plan is to outline General Mills Canada Corporation (the “Company’s”) commitment to improving accessibility for our clients, customers and employees, and our strategy to identify, prevent and remove barriers to accessibility for persons with disabilities.

This Accessibility Policy and Plan is intended to meet the requirements of both the *Customer Service, Ontario Regulation 429/07* and *Integrated Accessibility Standards, Ontario Regulation 191/11* (the “IASR”) made pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”).

II. STATEMENT OF COMMITMENT

The Company 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 needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility and meeting the accessibility requirements under the AODA.

III. GENERAL REQUIREMENTS

a. Establishment of Accessibility Policies and Plans

The Company has established this Accessibility Policy and Plan and will make this document available upon request in an accessible format.

The Company will also post this Accessibility Policy and Plan on its website and on the internal intranet website for Ontario.

The Company will update this Accessibility Policy and Plan at least every five (5) years to reflect progress and will consult with customers, employees and other stakeholders in the development and implementation of this Accessibility Policy and Plan.

b. Training

The Company is committed to training Ontario staff on Ontario’s accessibility laws, including on customer service standards and the requirements of the IASR and the Ontario *Human Rights Code*, as it relates to individuals with disabilities.

Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Training will be provided to new employees on an ongoing basis.

The Company will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- i. Assess duties and specific training needs of Ontario employees;
- ii. Deliver training modules for all Ontario employees in accordance with the AODA's customer service standard (the "Customer Service Training");
- iii. Deliver training modules on the accessibility requirements under the AODA, IASR and the Ontario *Human Rights Code* (the "IASR Training") to appropriate employees;
- iv. Conduct the Customer Service Training and IASR Training on an ongoing basis for new Ontario employees and when changes are made to the Company's accessibility policies, practices and procedures;
- v. Determine an appropriate mechanism for managing and tracking completion of training by Ontario employees.

c. Reporting Compliance

The Company will file accessibility reports with Ontario's Ministry of Economic Development, Employment and Infrastructure as required under the AODA, with the next reporting deadline being December 31, 2026.

IV. CUSTOMER SERVICE STANDARD

a. Purpose

In accordance with this Policy, reasonable efforts will be made to ensure that:

- i. Persons with disabilities are provided equal opportunity to obtain, use and benefit from the Company's goods and services;
- ii. Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- iii. The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit. The alternative measure may be temporary or permanent;
- iv. Communications with a person with a disability are conducted in a manner that takes the person's disability into account; and
- v. Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access the Company's goods and services unless superseded by other legislation.

b. Providing Goods and Services to People with Disabilities

Assistive Devices - The Company permits all assistive devices on our premises that may be required by persons with disabilities while accessing our goods and services.

Communication – The Company will communicate with people with disabilities in ways that take into account their disability.

Service Animals - The Company 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.

Notice of Temporary Disruption - In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Company will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be clearly placed at the main entrances of our facilities, as well as where the disruption is taking place.

V. INFORMATION AND COMMUNICATIONS STANDARD

a. Feedback

Individuals who wish to provide feedback on the way the Company provides goods and services to people with disabilities can contact the Company via phone, on-line form submission, or mail at:

<https://contactus.generalmills.com/>

1-800-248-7310

**General Mills Canada Corporation
c/o Consumer Care
1875 Buckhorn Gate, Suite 201
Mississauga, Ontario L4W 5P6**

Feedback Forms can also be made available upon request in accessible formats.

All feedback, including complaints, will be directed to the Consumer Care team. Customers can expect to receive a response, if requested, within 10 business days.

The Company will take the following steps to ensure our existing feedback process is accessible to people with disabilities upon request:

- i. Conduct an assessment of the feedback process to ensure feedback mechanisms are accessible to persons with disabilities;
- ii. As needed, consult with the person making the request or providing the feedback as to the suitability of feedback mechanisms available;
- iii. As needed, provide alternative formats for customers to provide feedback.

b. Accessible Formats and Communication Supports

The Company is committed to meeting the communication needs of people with disabilities.

When requested, the Company will provide publicly available information and communications materials in accessible formats or with communication supports in a timely manner and at no additional cost to the individual.

This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information. The Company will consult with people with disabilities to determine their information and communication needs.

The Company will take the following steps to make sure all publicly available information is made accessible upon request:

- i. Review accessible formats and communication supports currently available at the Company;
- ii. Review the current process in place for requesting accessible formats and communication supports;
- iii. As needed and where practical, update the current process for requesting accessible formats and communication supports;
- iv. As needed and where practical, create additional accessible formats and communication supports for publicly available information;
- v. Develop a process for responding to, approving or declining a request;
- vi. Where practical, incorporate language in marketing materials and on the Company's external website to advise that, in accordance with AODA, accessible format may be made available on request.

Accessible Websites and Web Content

The Company strives to ensure that our online content is easily accessible for all customers and employees.

Where practical, the Company will ensure that any new websites and content on any new websites conforms with level A and level AA of the Web Content Accessibility Guidelines (WCAG) version 2.1.

Where practical, the Company will take the following steps to make all websites and content conform with WCAG 2.0, Level AA:

- vii. Ensure IT and Marketing are aware of the IASR requirements with respect to accessible websites and web content;
- viii. Ensure IT and Marketing conduct an assessment of current web functionality on new websites to ensure compliance and adequate accessibility features are in place.

Any questions or feedback related to the Company's online content can be directed to the Consumer Care team via the contact methods stated in section V.a., earlier in this policy.

VI. EMPLOYMENT STANDARD

The Company is committed to fair and equitable employment practices. In accordance with this commitment, the Company will take steps to identify existing barriers to accessibility and solicit employee feedback on how to minimize and eliminate those barriers.

a. Recruitment, Assessment and Selection Process

The Company will take the following steps to notify its employees, the public and job applicants that the Company will accommodate individuals with disabilities during the recruitment, assessment and selection process:

- i. Conduct a review of all mechanisms for job postings in Ontario;
- ii. Incorporate language into all job postings in Ontario notifying applicants that the Company will accommodate disabilities during the recruitment and selection process;
- iii. Incorporate language into all notifications to applicants for interviews in Ontario that accommodation is available upon request;
- iv. Ensure that any job applicants self-identifying as requiring accommodation in the recruitment process are consulted with to determine their individual accommodation needs;
- v. Review the current hiring process (tests, assessments, interview rooms) to ensure barriers may be removed or accessible features provided, upon request;
- vi. Review employment policies and procedures to ensure they reflect our commitment to employment practices which attract and retain employees with disabilities.

b. Informing Employees of Accessible Formats and Communication Supports

The Company will take the following steps to notify successful applicants and employees of our policies for accommodating employees with disabilities:

- i. Incorporate a section in each offer letter regarding the Company's accessibility policies and provide information on where employees can access additional information;
- ii. Incorporate training and awareness of the Company's accessibility policies into orientation procedures.

c. Documented Individual Accommodation

The Company will take the following steps to put in place a process for developing individual accommodation plans for employees self-identifying as having a disability:

- i. Develop a process for consulting with employees to determine accommodation needs;

- ii. Ensure individualized accommodation plans are developed for employees in accordance with the elements of such plans outlined in the AODA;
- iii. Where necessary, coordinate the above with any steps currently taken by any applicable benefits providers.

d. Return to Work Process

The Company will take the following steps to put in place a process for developing return-to-work policies for employees that have been absent due to a disability:

- i. Develop and implement a process for consulting with employees to determine accommodation needs;
- ii. Ensure Return to Work policies are developed for employees who are absent from work due to a disability;
- iii. Where necessary, coordinate the above with any steps currently taken by any applicable benefits providers.

e. Performance Management, Career Development and Advancement

The Company will take the following steps to ensure the accessibility needs of employees with disabilities are considered if the Company is using performance management, career development and/or redeployment processes:

- i. Assess current performance review, career development and/or redeployment processes to ensure accessibility features are incorporated and accessibility needs are considered;
- ii. Consult with any individualized accommodation plans when performing assessments of performance, managing career development or redeploying employees;
- iii. Ensure promotion criteria, practices and processes take into account individualized accommodation plans;
- iv. Ensure equal opportunities for employees with disabilities to undertake professional development, such as attending courses or seminars.

f. Workplace Emergency Response Information

The Company will provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation.

The Company will take the following steps to ensure individualized workplace emergency response plans are in place:

- i. Develop and implement a process for consulting with employees to determine accommodation needs;

- ii. Where accommodation needs are identified, work with employees requiring accommodation to develop an individualized workplace emergency response plan;
- iii. Ensure consent is obtained from the employee to share information with those designated to provide assistance to the employee in the event of an emergency.

VII. DESIGN OF PUBLIC SPACES

The Company will meet the Accessibility Standards for the Design of Public Spaces when building new public spaces or making major modifications to current public spaces where applicable. Currently the Company does not have any public spaces.

VIII. MODIFICATIONS TO THIS AND OTHER POLICIES

The Company is committed to developing accessibility policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this Accessibility Policy and Plan before considering the impact on persons with disabilities.

Any policy of the Company that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

For more information about the Company's Accessibility Policy and Plan, contact the General Mills Canada Corporation Consumer Care Team:

By Online Form: <https://contactus.generalmills.com/>

By Mail: General Mills Canada Corporation
c/o Consumer Care
1875 Buckhorn Gate, Suite 201
Mississauga, Ontario L4W 5P6

By Phone: 1-800-248-7310