

# The Andersons Canada Limited Accessibility Policy and Plan

## 2024 Progress Report

### General

Feedback on the Accessibility Plan and Policy may be provided at any time by employees and those outside of the organization. The company will provide or arrange for accessible formats and communication support upon request during the feedback process.

The Andersons Canada Limited Human Resources Department will accept feedback anonymously and through the following contact areas below:

- Elyse Pietens (Senior Human Resources Generalist)
  - 519-676-6238
  - [epietens@theandersons.com](mailto:epietens@theandersons.com)
  - 712 Richmond St., Chatham Ontario N7M 5J5
  
- Andersons Trade & Processing Human Resources Department
  - 419-891-5870
  - [ATPHR@andersonsinc.com](mailto:ATPHR@andersonsinc.com)

We encourage employees and outside stakeholders to use our feedback process to ensure equal opportunity for people with disabilities. When we receive feedback, this allows us to identify, remove and prevent barriers. All feedback will be responded to in the same format as it was received.

### Consultations

In 2024 communication was sent out to all employees via email to educate about the Accessibility Act and how The Andersons Canada Limited is working towards a barrier free workplace. In this email we shared the feedback process and asked for employees to continue sharing feedback at any time. Through sending this information out, we are allowing any persons with a disability to provide feedback or share thoughts of barriers in our organization.

### Feedback

All feedback can be sent to The Andersons Canada Limited anonymously and through the channels listed above.

During the 2023/2024 reporting year, we received feedback from one of our employees on a barrier they observed at their work location. The feedback was that a customer had difficulties entering the office, and the suggestion was to add an automatic door opener for easier accessibility for those with mobile difficulties. We responded to the feedback to acknowledge receipt; the feedback will be reviewed by the company to determine implementation feasibility. During the reporting year, we also assessed current barriers identified in the 2023 Plan and made progress to remove a barrier that was identified. Feedback we received indicated that some of our locations are not wheelchair accessible or do not have disability parking. We were able to install a cement pad that connected a designated wheelchair parking spot to an entrance of the building at one of our locations.

The company will continue to review the outstanding list of identified barriers and will assess and prioritize these items to ensure our facilities become/remain barrier free. As feedback is received, we will continue to update and prioritize this list as needed.