



## Brunswick Bierworks' Inc. Multi-Year Accessibility Plan: 2020-2025

**Statement of Commitment:** The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. The Company believes in integration and equal opportunity. The Company is committed to meeting the accessibility needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Accessibility Requirement	Status	Compliance Deadline	Responsibility
<i>Customer Service</i>			
<p><i>Accessible Customer Service Policy</i></p> <ol style="list-style-type: none"> <li>1. Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.</li> <li>2. Develop and deliver training to all staff, volunteers, and individuals completing work that may provide assistance to the public. Provide training to all new staff.</li> <li>3. Develop and make public a process for receiving and responding to feedback from customers with disabilities.</li> </ol>	Completed/ Ongoing	October 2019, ongoing	Director, Human Resources, Manager of Environment, Health, and Safety and Production Support Manager
<i>Brunswick Bierworks' Action Plan</i>			
<ol style="list-style-type: none"> <li>1. Brunswick Bierworks has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the Director, Human Resources, Manager of Environment, Health, and Safety and Production Support Manager.</li> <li>2. Online training as well as a refresher course have been developed and delivered to all current staff. All new staff are required to participate in and complete an online AODA Customer Service Training* within their first week of employment with the company. Certification/record of completed training is retained by the company's online training portal.</li> </ol>			



3. BBW has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, TTY, in-person, by E-mail and by written correspondence. Client-facing employees have been informed of and trained on the company's feedback process.

- Customer comments can be forwarded through the following avenues:

- Speaking to a Brewery or Tap Room Manager
- By e-mail to [partners@brunswickbierworks.com](mailto:partners@brunswickbierworks.com) - brewery
- By e-mail to [events@brunswickbierworks.com](mailto:events@brunswickbierworks.com) - taproom
- By phone to 416-285-1269
- By mail to 25 Curity Ave, Toronto Ontario, M4B 3M2

Responses to any customer comment will be made in the same manner in which the comment was received, unless the customer stipulates otherwise

- All feedback will be reviewed by our; Director, Human Resources, Production Support Manager, Manager of Environment, Health, and Safety- a decision made, and response provided to the customer directly within one (1) weeks time.

**Timeframe: Ongoing**



Part 1 - General Requirements			
<p><i>Accessibility Policies</i></p> <ol style="list-style-type: none"> <li>1. Create and make public a statement of commitment.</li> <li>2. Develop and implement company-specific accessibility policies.</li> </ol>	Completed/ Ongoing	October 2019, ongoing	Manager of Environment, Health, and Safety
<p><i>Brunswick Bierworks' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. BBW has created and a statement of commitment. The statement of commitment will be located on the company's website (July 30, 2021) and is currently in the reception area of our office.</li> <li>2. BBW' policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. An additional Integrated Accessibility Standards Policy has been created for internal use to communicate how Brunswick Bierworks will meet its requirements under the IASR, and to address employee responsibilities and expectations. The Integrated Accessibility Standards Policy has been provided to all employees and will be provided to all new hires as part of their orientation package*.</li> </ol> <ul style="list-style-type: none"> <li>• <i>* Alternative formats of the policy will be made available upon request.</i> <ul style="list-style-type: none"> <li>- text transcripts of visual and audio information.</li> <li>- HTML and Word documents,</li> <li>- Large Print</li> <li>- braille</li> </ul> </li> </ul>			



<p><i>Multi-Year Accessibility Plan</i></p> <ol style="list-style-type: none"> <li>1. Create and make public a multi-year accessibility plan.</li> <li>2. Provide the plan in accessible formats upon request.</li> <li>3. Review the plan every five (5) years.</li> </ol>	<p>Completed/ Ongoing</p>	<p>June 25, 2021, ongoing</p>	<p>Manager of Environment, Health, and Safety</p>
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<p><i>Brunswick Bierworks' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. Roles of all internal stakeholders have been reviewed to determine how each will be affected by requirements. The Accessibility Plan has been created to include training, procedures, and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public.</li> <li>2. Requests for accessible formats of this document will be forwarded to the Manager of Environment, Health, and Safety will work with the individual to determine the most suitable format.</li> <li>3. This plan will be amended as required and will be reviewed fully by June 30, 2023 and every five (5) years thereafter.</li> </ol>			
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<p><i>Training</i></p> <ul style="list-style-type: none"> <li>• Train all employees, including contract and unpaid mentees/interns on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities).</li> </ul>	<p>Completed/ Ongoing</p>	<p>October 2019, ongoing</p>	<p>Manager of Environment, Health, and Safety</p>
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<p><i>Brunswick Bierworks' Action Plan</i></p>			
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1. Training\* for new employees will be delivered via two (2) online training modules covering all applicable content as required under the IASR:
    - Integrated Accessibility Standards -Information/Communication and Employment; and
    - Working Together- The Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act
  2. Prior to January 1, 2022, all current employees will complete the IASR and Human Rights Code training with the Department Manager.
  3. As of January 1, 2022, all new employees (including contract and unpaid positions) will be required to complete the above training as part of their orientation with the company. The Production Support Manager will be responsible for assigning online training and tracking for completion\*.
  4. Certification/record of completed training will be retained via the company's training records.
- *\* Training will also be made available via alternate formats including in-person presentation, as requested.*



Part II - Information and Communication Standard			
<p><i>Accessible Websites and Web Content</i></p> <ul style="list-style-type: none"> <li>• Ensure website and web content published after July 30, 2021 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.</li> </ul>	<p>Completed/ Ongoing</p>	<p>July 30 2021, annual updates</p>	<p>Taproom staff and Management</p>
<p><i>Brunswick Bierworks' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. As of July 30, 2021, Brunswick Bierworks' public website and its content meet all requirements under the WCAG 2.0 level A.</li> <li>2. BBW's Management is fully aware of WCAG requirements and will ensure all new content and/or any substantial refreshes to the site conform to established guidelines.</li> <li>3. BBW provides and will continue to provide all online training content with closed captioning functionality which ensures the accessibility of our online content.</li> <li>4. Our website also provides a feature that allows users to change the size of text they see online to suit their preference.</li> <li>5. BBW is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.</li> </ol>			



<p><i>Feedback</i></p> <ul style="list-style-type: none"> <li>• Upon request, be able to receive and respond to feedback from clients, individuals inquiring about Brunswick Bierworks, our employees and members of the public who have a disability.</li> </ul>	<p>Completed/ Ongoing</p>	<p>July 30, 2021, annual review</p>	<p>Manager of Environment, Health, and Safety</p>
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*Brunswick Bierworks' Action Plan*

1. A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Currently BBW's can facilitate requests via the phone, E-mail and mail (enlarged text available).
2. As feedback may be received by various departments and personnel at BBW's, including reception and customer service; training on how to receive and respond to accessible feedback requests has been developed and delivered based on the different positions within the company.
3. Receiving and responding to feedback will be included in all new hire orientations where the position frequently receives and responds to requests.
4. All other employees will be notified as to the internal party to whom they should direct any accessible feedback requests.



<p><i>Accessible Formats and Communication Supports</i></p> <ol style="list-style-type: none"> <li>1. Upon request, provide accessible formats and communication supports to individuals with disabilities.</li> <li>2. Notify the public of the availability of accessible formats and communication supports.</li> <li>3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.</li> </ol>	<p>Ongoing</p>	<p>July 30, 2021, on-going</p>	<p>Department Managers</p>
<p><i>Bierworks Bierworks' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. Complete an assessment of the ways in which each department provides information to our clients, potential clients and the public (i.e. invoices, sales collateral, customer service, advisory services, etc.).</li> <li>2. Develop guidelines/processes for responding to various requests. Currently, clients and the public may submit a complaint or inquiry through the company Feedback Form.</li> <li>3. Train employees on guidelines/processes and ensure they are aware that requests that cannot be met immediately must be forwarded to the Production Support Manager who will arrange for a suitable and alternative format/communication support. Training to include typical requests that may be encountered, how the request may be facilitated and will be department-specific.</li> <li>4. Make public BBW's ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website.</li> </ol>			





Part III - Employment Standard			
<p><i>Workplace Emergency Response Information</i></p>	<p>Ongoing (based on employee needs)</p>	<p>Upon Request</p>	<p>Department Managers</p>
<ol style="list-style-type: none"> <li>1. Create and implement individualized plans to assist employees with disabilities during an emergency.</li> <li>2. Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</li> <li>3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.</li> <li>4. Review the individualized plan/information:               <ul style="list-style-type: none"> <li>○ When the employee moves to a different location in the office;</li> <li>○ When the employee's overall accommodation needs and plan are reviewed; and</li> <li>○ When the company reviews its general emergency response policies.</li> </ul> </li> </ol>			



*Brunswick Bierworks' Action Plan*

1. Recognizing that most disabilities are invisible or episodic and therefore not readily apparent, the New Hire Contact/Emergency Information Form has been amended to allow employees to identify emergency planning requirements. Emergency planning information and directions are also included in the internal Integrated Accessibility Standards Policy which has been provided and communicated to all current employees and provided to all new hires as a part of their orientation package.
2. The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.
3. The process/policy used by the Manager of Environment, Health, and Safety to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.
4. Individualized emergency plans include the requirement that the plan be reviewed:
  - If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);
  - On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline (i.e. once every six (6) months, annually, etc.) include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and
  - When the company amends its emergency response and/or evacuation procedures.

<p><i>Documented Individual Accommodation Plans</i></p> <ul style="list-style-type: none"> <li>• Develop and implement a written process for the development of documented individual accommodation</li> </ul>	<p>Ongoing</p>	<p>June 02, 2021</p>	<p>Department Managers</p>
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plans for employees with disabilities.			
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*Brunswick Bierworks' Action Plan*

1. Brunswick Bierworks will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan will include the following elements:
  - The manner in which an employee requesting accommodation can participate in the development of the accommodation plan;
    - Brunswick Bierworks' will endeavour to ensure the employee is able to actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the employee prior to the development of the plan.
  - The means by which the employee is assessed on an individual basis.
  - The manner in which Brunswick Bierworks' can request the participation of a representative from the company in the development of the accommodation plan.
  - The steps that will be taken to protect the privacy of the employee's personal information;
    - The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. The accommodation plan template will include a section identifying the individuals that will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents.
  - The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
  - An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee;
    - Employees will be informed of the factors that will be taken into consideration by the company when a request for accommodation is received as well as employer and employee expectations and responsibilities.
  - The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability;
    - Accommodation plan documents will be made available in accessible formats.



- The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed in the event that such supports are required by the employee.
- The accommodation plan will also include an emergency response/evacuation plan if required by the employee.
- The accommodation plan will be created to include a section outlining additional accommodations that are required.



<p><i>Recruitment, Assessment and Selection</i></p> <ol style="list-style-type: none"> <li>1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.</li> <li>2. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by Brunswick Bierworks'.</li> <li>3. Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs.</li> <li>4. Notify successful applicants of the company's policies for accommodating employees with disabilities.</li> </ol>	<p>Ongoing</p>	<p>July 30, 2021</p>	<p>Department Managers</p>
<p><i>Brunswick Bierworks' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. Brunswick Bierworks' has an accessibility statement posted on our online Careers page notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. As not all applicants apply through our Careers page, this statement will also be included on future job postings to ensure that it is properly communicated to all potential applicants.</li> <li>2. Successful applicants will be informed of the availability of accommodations relating to Brunswick Bierworks' selection/assessment processes upon initial contact from the hiring manager or Production Support Manager;             <ul style="list-style-type: none"> <li>o All assessment methods utilized by the company will be reviewed and alternates developed to facilitate accessibility requests;</li> <li>o When updating or amending assessment/selection methods, an assessment will be conducted to identify potential barriers and alternative/accessible formats will be developed; and</li> </ul> </li> </ol>			



- Any accommodation request pertaining to the company's selection/assessment methods that cannot be met with current alternate formats will be forwarded to the Hiring Manager who will work with the individual to develop an acceptable alternative.
  - 3. When scheduling interviews, Brunswick Bierworks' will include a statement in all E-mail confirmations indicating to the applicant that accommodations are available and inviting the applicant to inform the Director, Human Resources of any necessary accommodations.
  - 4. Our internal Integrated Accessibility Standards Policy will be provided to all new hires as part of their orientation package. This policy includes all of the means by which Brunswick Bierworks' will support employees with disabilities; also included are emergency planning/responses, accessible formats and communication supports, and the availability of accessible performance management, career development and job change processes. Alternative formats of the policy will be made available upon request.
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<p><i>Accessible Formats and Communication Supports for Employees</i></p> <ol style="list-style-type: none"> <li>1. Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for:             <ul style="list-style-type: none"> <li>o Information that is needed in order to perform the employee's job; and</li> <li>o Information that is generally available to employees in the workplace.</li> </ul> </li> <li>2. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support.</li> </ol>	Ongoing	July 30, 2021	Manager of Environment, Health, and Safety
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<p><i>Brunswick Bierworks' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. The availability of accessible formats and communication supports has been communicated to all employees through the company's internal Integrated Accessibility Standards Policy. All future employees will be made aware of their availability through the same policy which is provided with the new hire orientation package. Brunswick Bierworks' has completed a review of information that is provided to employees and the manner in which it is provided. Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Prior to providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports will be requested to notify the Production Support Manager so that alternate arrangements may be made.</li> <li>2. Upon receiving a request, the Production Support Manager will work with the employee and any individuals responsible for providing the information (for example the employee's manager, supervisor or team lead) to deliver a suitable</li> </ol>
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accessible format or communication support. Prior to involving the employee's supervisor, manager or team lead, consent will be obtained from the employee.





<p><i>Information for Employees</i></p> <ol style="list-style-type: none"> <li>1. Communicate the company's policy on accommodating employees with disabilities to all staff members.</li> <li>2. Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.</li> </ol>	<p>Ongoing</p>	<p>June 2020</p>	<p>JHSC</p>
<p><i>Brunswick Bierworks' Action Plan</i></p> <ol style="list-style-type: none"> <li>1. Brunswick Bierworks' Integrated Accessibility Standards Policy has been developed. Communication will occur during a weekly employee information session. The policy will then be posted on the company's health and safety bulletin boards (lunchroom).</li> <li>2. Provide all new hires with the Integrated Accessibility Standards Policy in their new hire package. The policy addresses all the means by which Brunswick Bierworks' will support employees with disabilities, including emergency planning/responses, accessible formats and communication supports as well as accessible performance management, career development and job change processes.</li> <li>3. Ensure that all employees are informed of changes to the Integrated Accessibility Standards Policy as they occur. Changes will be communicated via E-mail and/or group information sessions. Delivery of information will adhere to Brunswick Bierworks' Accessible Information and Communication Supports Policy.</li> </ol>			



<p><i>Processes to Accommodate Employees/Return to Work Process</i></p> <ul style="list-style-type: none"> <li>• Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations to return to work.</li> </ul>	<p>Ongoing</p>	<p>June 2021</p>	<p>Production Support Manager and Manager of Environment, Health, and Safety</p>
<p><i>Brunswick Bierworks' Action Plan</i></p> <ul style="list-style-type: none"> <li>• Assess IASR requirements and develop a combined template accommodation form and return to work form that address all applicable requirements. Use of this updated form will ensure that all accommodation and RTW plans are properly recorded and retained on file. For consistency, the accommodation plan template will be used in conjunction with RTW processes.</li> </ul>			



<p><i>Accessible Performance Management, Career Development and Job Changes</i></p> <ul style="list-style-type: none"><li>• Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.</li></ul>	Ongoing	June 2021	Manager of Environment, Health, and Safety and Production Support Manager
<p><i>Brunswick Bierworks' Action Plan</i></p> <ul style="list-style-type: none"><li>• Evaluate Brunswick Bierworks' current performance management and career development processes to identify barriers. Develop processes to ensure that such functions are completely accessible. The Integrated Accessibility Standards Policy will identify/outline accessible performance management and career progression to ensure consistent and clear communication to all employees.</li></ul>			



<p><i>Redeployment</i></p> <ul style="list-style-type: none"> <li>Consider the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.</li> </ul>	<p>Ongoing</p>	<p>June 2021</p>	<p>Director, Human Resources and Manager of Environment, Health, and Safety</p>
<p><i>Brunswick Bierworks' Action Plan</i></p> <ul style="list-style-type: none"> <li>As part of the redeployment process, Brunswick Bierworks' will incorporate the accessibility needs and accommodation plans of any employee that is being redeployed to an alternate position and/or department. The Director, Human Resources and Manager of Environment, Health, and Safety will oversee the redeployment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.</li> </ul>			

**Contact Details**

For more information on this accessibility plan, please contact: Brunswick Bierworks, 25 Curity Avenue. Toronto, ON M4B 3M2 Phone: 416-289-1269. The receptionist will direct the call to the appropriate program manager or director. Email: [partners@brunswickbierworks.com](mailto:partners@brunswickbierworks.com) -Standard and accessible formats of this document are available free upon request.