

Viterra Accessibility Plan

May 31, 2023



2023-2026 Accessibility Plan

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Viterra Canada Inc.

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General

Description of Viterra Canada Inc. (Viterra)

Since its founding in 1993, Viterra has been helping farmers feed the world. As a leading marketer and handler of grains in Canada, Viterra connects farmers and producers of grain with consumers. To do this, we operate a network of grain elevators, crop-handling facilities and port terminals. We are a team of more than 1,600 employees, working out of 75 facilities located primarily in rural western Canada, with a corporate office in Regina, Saskatchewan.

Statement of Commitment

Viterra is committed to helping make Canada barrier-free by 2040. We take our responsibilities to Canadians seriously, and this includes those with disabilities. We're committed to becoming more accessible because we take pride in helping farmers feed the world, acting as an important link between them and our end use customers in Canada and 70 countries worldwide. For these reasons, we are committed to identifying and removing accessibility barriers in our workplace to improve our ability to serve our industry.

We believe all our employees play a role in making Viterra more accessible and inclusive. Our Director, HR Business Partners & Talent Management supported by a company wide committee, will be Viterra's designated lead on ensuring we act as outlined in this plan to meaningfully remove accessibility barriers.

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Contact Information and Feedback Process

Viterra welcomes feedback from employees, customers and members of the public about accessibility at Viterra and about this plan. We are committed to reviewing this feedback and taking steps to address barriers that are identified. Feedback can be submitted anonymously.

What feedback can you provide?

You can provide feedback on the barriers you experience when interacting with Viterra or feedback that will help to inform work outlined in our Accessibility Plan. If your feedback is about a particular issue, make sure to be descriptive and include details such as the date, place, location, platform, webpage or program/service involved.

How your feedback will be used

Your feedback will be considered as part of the continuous improvement of our accessibility. Some feedback may be addressed right away, and some may be addressed in the development of our future accessibility plans. The feedback we receive and how we take it into consideration will be included in our progress reports.

How to provide feedback	Contact information
Mail	ATTN: Human Resources Viterra Canada 2625 Victoria Avenue Regina, SK

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Canada, S4T 7T9	
Telephone	1.866.569.4411
Feedback form on our website	https://Viterra.ca/en/Contact-Us-YOM
Email	YOM.admin@Viterra.com

Confidentiality

The feedback you provide is meant to help us identify, remove and prevent barriers. All feedback submitted through the feedback form is anonymous unless you wish to receive a response from Viterra. We'll then require your name and contact information. Your feedback won't be associated with your name and will only be shared with those Viterra employees directly involved in furthering our accessibility efforts or responding to your specific request. We therefore encourage you to be as detailed as possible.

Alternative formats

An electronic version of this plan that is compatible with assistive technology can be downloaded from our website.

The following formats are available upon request within the timeframes indicated:

- Print – 15 days
- Large print – 15 days
- Braille – 45 days
- Audio – 45 days

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You can request an alternative format of this description of the feedback mechanism and/or Viterra's Accessibility Plan by:

Telephone	1.866.569.4411
Feedback form on our website	https://Viterra.ca/en/Contact-Us-YOM
Email	YOM.admin@Viterra.com

Definitions

The following definitions apply throughout this plan:

Disability: Any impairment or difference in physical, mental, intellectual, cognitive, learning or communication ability. Disabilities can be permanent, temporary or can change over time.

Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Areas described under Section 5 of the Accessible Canada Act (ACA)

Organization-Wide Initiatives

Viterra has taken steps towards accessibility across the organization. These include a robust workplace injury program where employees are encouraged to recover at work, and managers make accommodations for any restrictions or limitations an injured employee may have. We have a focus on reducing workplace accidents but when they do occur, we ensure a recovery plan.

Improving representation and diversity is also important to Viterra. We are building a diversity strategy and identifying opportunities to increase our diversity through our recruitment process.

We know there are still barriers to accessibility at Viterra and we have included goals in this plan to reduce these barriers. We have a history of customized and high-quality customer service, and we want to build on that to make our customer interactions and meetings more accessible.

The following actions will help make this goal a reality:

- Beginning in 2023, we will develop a strategy around ongoing engagement and consultations with people who have disabilities, including both employees and customers.
- In 2024, in combination with industry partners, we will develop relationships with organizations that support farmers with disabilities.
- Beginning in 2024, we will share resources and information on disability sensitivity and accessibility in the workplace for all employees.

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Employment

Over 1,600 people work at Viterra. Some of our employees identify as having a disability, while more probably have disabilities they haven't shared with us. Some employees communicated they would like to see an increase in knowledge about disability to reduce stigma, and we've included this feedback in our goals.

We need to continue to improve accessibility so that all our employees can work without barriers. This includes improving training and providing employees with resources and knowledge about disability and accessibility.

The following goals have been created around accessibility and employment:

Equitable and Inclusive Workplace:

- In 2023, we will draft and publish an updated workplace accommodations policy document that includes clear instructions on how to request a workplace accommodation.

Manager Development:

- In 2024, we will begin training managers to make sure they:
 - Have a general understanding of disability and diversity in employees.
 - Understand the purpose of accommodations.
 - Know how to appropriately receive and handle requests for accommodation.

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- In 2024, we will ensure hiring managers are trained in the duty to accommodate so that we may offer accommodations at every step of the hiring process.

Employee Development:

- In 2024, we will review training materials for barriers to accessibility. Once complete, we can begin to implement audio versions for certain training.

The Built Environment

Viterra has 75 facilities across Canada. Some are offices in cities, but most are grain facilities in rural parts of the country. We have created goals to make our facilities more accessible. We have prioritized our larger corporate office in Regina and grain facilities in this accessibility plan. These are where most of our employees work and where we interact with our customers.

The following goals have been created to reduce barriers in the built environment:

- In 2023, we will establish one or more “quiet workspace” areas at our Regina office where employees can choose to work if they need a break from the open-plan office. We will consult people with disabilities in future workspace designs.
- By the end of 2023, Viterra will review emergency evacuation processes and procedures based on the Canada Labour Code Part II and the Government of Canada’s guidelines for creating an accessible emergency response plan.

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- In 2024, we will collaborate with industry partners to build an approach to consult with farmers with disabilities on their experiences at Viterra's facilities.
- Beginning in 2025, we will conduct an audit of Viterra's physical spaces to identify further accessibility barriers. We will determine a schedule of inspection and maintenance of building accessibility features.
- We will consider accessibility in any future designs/renovations.

Information and Communication Technologies (ICT)

Viterra has employees and customers all over the country, and our digital tools help us do our work and connect to our customers. These include our public website (www.viterra.ca), our customer portal (myViterra), and our intranet (OurPlace). Technology can make things more accessible, with certain features helping reduce barriers. If technology isn't built with accessibility in mind, it can create barriers.

The following goals have been created to make Viterra's information and communications technology more accessible:

- In 2024, we will address and remove the accessibility barriers on the public website that were identified in a recent review.
- In 2024, we will have people with disabilities test our website to find any additional barriers to accessibility.
- In 2024, we will source and implement training on digital accessibility for Viterra's website developers.
- In 2024, we will ensure relevant IT staff have training on digital accessibility to make digital tools more accessible.

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- In 2024, we will involve people with disabilities in user testing of OurPlace and myViterra.
- In 2025, we will conduct audits of OurPlace and myViterra to identify further accessibility barriers.
- In 2025, we will conduct an audit of the website to identify further accessibility barriers.
- In 2025, we will develop accessibility standards to ensure that Viterra meets Web Content Accessibility Guidelines (WCAG) 2.1

Communication, other than ICT

Sharing information with our customers and other stakeholders is part of how we support a vibrant and strong Canadian agriculture industry. Our ability to share information and knowledge with our employees is key to helping them do their best work to support our customers. We want to make sure everyone has appropriate access to the information we share so they can grow and thrive. We are already consistent with using plain language for our public-facing communications and providing transcripts online from our internal town hall meetings. We want to build on these practices and the following goals will ensure that everyone can access and understand information communicated at Viterra:

- We will continue to provide human generated captions and transcripts in videos that Viterra creates.
- Beginning in 2024, we will create and adopt a social media standard. This will ensure that there is consistent use of accessibility features, including alternative text and high contrast.
- In 2024, we will implement a consistent accessibility practice for all larger (10+ people) meetings.

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The Design and Delivery of Programs and Services

We provide unrivaled global market insight, as well as the practical tools growers need, including Viterra risk management products, market research, live pricing and proprietary technology. Our customers are diverse and so are their needs. Our services need to be accessible so that everyone can access them.

The following goals will help Viterra provide more accessible services over the next three years:

- In 2024, we will develop a process for collecting information about customers who have a disability.
- In 2024, we will review internal tools and templates (e.g. checklists) for planning and hosting customer events. We will include accessibility considerations into these tools and templates.
- By the end of 2024, surveys and questionnaires looking for feedback about Viterra will include questions about accessibility.

The Procurement of Goods, Services and Facilities

When accessibility is considered at the start of any process, barriers are reduced. Accessibility standards in procurement processes ensure that services and facilities are ready to use by anyone who needs them.

The following goals have been created to ensure accessibility is a priority in procurement:

- Beginning in 2024, we will develop accessibility guidelines in procurement practices when working with IT vendors, as applicable.

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Transportation

Viterra does not provide transportation services to employees or customers. No goals have been created under the transportation category.

Consultations

People with disabilities are an important part of our accessibility planning. We consulted people with disabilities throughout the process. We asked our employees with disabilities about barriers they have faced while working at Viterra, and we asked their perspectives on how we can make things more accessible. Employee feedback was important to help us prioritize our goals.

Consultations with Employees Who Have Disabilities

A survey about accessibility at Viterra was made available to all employees. We received feedback from employees who identified as having a disability and people close to someone with a disability. Overall, employees helped us identify areas for improvement. Reducing stigma and increasing knowledge about disabilities was important to them. Solutions to these and other barriers identified by employees are included in our accessibility goals throughout this plan.

We also commit to engage in ongoing consultation with employees on accessibility. We have a few goals related to this commitment in our plan.

Consultations with Stakeholders Who Have Disabilities

To consult with our farmer customers, we contacted the Canadian Farmers with Disabilities Registry (CFWDR) to conduct a paid focus group with their members. Although that option was not available, the chair of the CFWDR

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agreed to discuss how Viterra could improve their services. The chair spoke on behalf of the group based on what he has been hearing from members of the CFWDR and his personal experiences as a farmer with a disability.

We discovered the largest barrier that farmers with disabilities are facing are attitudes within the industry. There is a belief that once a farmer is disabled in an accident, they will no longer take part in farming. For example, we received feedback on how we could better design our new build facilities to be accessible to disable farmers. This information is directly tied to our accessibility goals.

In addition, we understand that we need to conduct further consultation with our farmer customers, especially those with disabilities or those that live with a person with a disability. We are committed to working with our industry partners to complete further consultations, in more depth, and on a regular basis.

Conclusion

Canadians rely on our customers for their food, and our customers rely on us. We need to be accessible to our customers, the industry we serve and our employees so they can all do their very best work. Inclusion is part of our vision for a brighter future. This plan is part of our commitment to take meaningful action and build a more inclusive tomorrow.