

## **Accessibility Multi-Year Plan** **2023-2027**

### **Introduction**

Starsky Fine Foods Inc. is dedicated to ensuring equal access and inclusion for individuals with disabilities. Our commitment is centered on treating people with disabilities in a manner that upholds their dignity and independence.

We strongly advocate for integration and pledge to address the needs of individuals with disabilities promptly. This involves the removal and prevention of accessibility barriers, aligning with Ontario's accessibility laws.

Starsky Fine Foods is committed under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

The plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training.

### **Past Achievements to Remove and Prevent Barriers**

Starsky Fine Foods Inc. has completed the following accessibility initiatives:

#### **Customer Service**

We have remained compliant with the Customer Service Standards.

#### **Information and Communications**

We continue to offer information and communications in accessible versions upon request.

#### **Employment**

We continue to ensure that our hiring practices are compliant with all relevant legislation.

#### **Training**

We aim to provide training to new hires within the first three months of service on AODA and accessible customer service.

## **Strategies and Actions**

### **Customer Service**

Starsky Fine Foods is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

We aim to provide training to new hires within the first three months of service on AODA and accessible customer service. Will continually source and implement suitable and relevant information.

### **Information and Communications**

Starsky Fine Foods is committed to making our information and communications accessible to people with disabilities. We will continue to offer accessible communications and source for new forms of accessible communications where required.

### **Employment**

Starsky Fine Foods is committed to fair and accessible employment practices. We will continue to adhere and update the hiring practices as relevant legislation changes.

### **Training**

Starsky Fine Foods Inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Will continually source and implement suitable and relevant information pertaining to AODA and Customer Service training.