



MULTI YEAR ACCESSIBILITY PLAN FOR Kernels Popcorn Limited

Kernels Popcorn Limited will establish, implement and maintain a multi year accessibility plan which conveys the company's strategy to prevent and remove barriers and meet its requirements under the Accessibility for Ontarions with Disability Act.

This 2021 to 2026 accessibility plan outlines the policies and actions that Kernels Popcorn Limited will put into place to improve opportunities for people with disabilities. It will focus on the following:

General Requirements

Training

Information and Communications

Employment

Individualized Workplace Emergency Response Information

Design of Public Spaces

Scope

This plan will apply to all employees of Kernels Popcorn Limited. We will review and update policies and standards regularly to ensure high quality accessible service to individuals with disabilities.

GENERAL REQUIREMENTS

1. Policies - Kernels has completed the statement of commitment and policy on the Integrated Accessibility Standards Regulation
2. Plans - Kernels has completed the Multi Year Accessibility Plan
3. Self Service Kiosks – All of Kernels credit card terminals are currently accessible

TRAINING

Compliance Date: January 1, 2015. Status: Completed/Ongoing

Positions responsible for completing activity – Senior Director; General Manager

Kernels Popcorn Limited will provide training to all employees and any person dealing with customers and the public on the company's behalf on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of our employees.

In addition, all employees will be trained on the relevant IASR information, Customer Service Standard, our Policy, and Kernels Popcorn Limited's Multi Year Accessible Plan

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

All active employees as of January 1, 2015, have been trained

All new employees hired after January 1, 2015 will be trained during their initial training period

Training of all employees will re-occur as soon as practicable when changes are made to the accessibility standards and policy
Training will be on the applicable IASR requirements and responsibilities under the Human Rights Code as it pertains to persons with disabilities
Training will be available online and in an alternate format (printed material)
Certification/Record of Completion training will be submitted by the employee once this training has been completed

Kernels Popcorn Limited will maintain a record of the dates, the names and the Certificates/Record of Completion of each individual to whom such training was provided.

INFORMATION AND COMMUNICATIONS

Kernels Popcorn Limited is committed to meeting the communication needs of people with disabilities as follows:

Feedback

Compliance Date: January 1, 2015 Status: Completed/Ongoing

Positions responsible for completing activity – Senior Director; General Manager

Receiving feedback from our customers and employees is an important part of our commitment. Kernels Popcorn Limited will take the necessary steps to ensure existing feedback processes are accessible to people with disabilities.

Currently Kernels Popcorn Limited can facilitate feedback requests via the phone, email and mail.

All employees will be notified as to the Head Office person to whom they should direct any accessible feedback requests. (The Head Office person is Customer Service, Bernice Sinopoli)

Our feedback process is posted on our website at www.kernelspopcorn.com
Kernels Popcorn Limited will review the policy at least annually or when there are changes to the law or when an incident/breach occurs.

Accessible Websites and Web Content

Compliance Date: January 1, 2014. Status: Ongoing

Position responsible for completing activity – Marketing Manager

All new website and web content published after January 1, 2014 is to conform with the World Wide Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and increasing to Level AA (for all websites and content) by 2021.

The Kernels Popcorn website has completed all necessary steps to make the website content conform with WCAG 2.0, Level AA

Accessible Formats and Communication Support

Compliance Date: January 1, 2016. Status: Completed/Ongoing

Position responsible for completing activity – Customer Service, Office Administration

Kernels Popcorn Limited will inform all employees of its policy of job accommodation and will take into account an employee's accessibility needs during a disability period.

Upon request, Kernels Popcorn Limited will do its best to provide accessible formats and communication supports for all our publicly available information to our customers or other individuals with disabilities.

Any inquiries for this information can be submitted through the company's feedback process which is available on the company website at www.kernelspopcorn.com

All employees will be notified as to the Head Office person to whom they should direct any accessible format and communications requests.

Unconvertible Information - Kernels cannot provide certain documents in an accessible format at this time. Any requests for or questions concerning accessible documents are to be directed to Customer Service, Bernice Sinopoli at Kernels Head Office.

Meeting requests in a timely manner – In some cases, Kernels will be able to provide the information or communication supports quickly. In other cases, we will require more time due to the complexity of the document, available resources, or internal capacity of our organization. For most customers, we will endeavor to have this information available to them within ten (10) business days.

Where a communication or accessible format is not available immediately upon request, our Customer Service will consult with the individual as to a suitable format as soon as possible.

Emergency Procedures/Plan or Public Safety Information : Any emergency procedures/plan or public safety information where our Kernels Popcorn Limited stores are located should follow what their mall emergency procedures

Posting Requirements: Kernels will notify the public via the company website

EMPLOYMENT

Compliance Date: January 1, 2016. Status: Completed/ Ongoing

Positions responsible for completing activity – Senior
Director; Chief Financial Officer, General Manager

Kernels Popcorn Limited is committed to fair and accessible employment practices.

We will ensure job postings convey the occupational requirements of the job and will have available detailed job descriptions.

In addition, Kernels will take the following steps to notify the public and employees that, when requested, Kernels Popcorn Limited will accommodate individuals with disabilities during the recruitment, hiring and employment process as follows:

Recruitment

Positions responsible for activity – District Managers, Store Managers

At the stage where we advertise for a new employee, Kernels Popcorn Limited will notify the public about the availability of accommodations for prospective applicants with disabilities.

We will ensure job postings convey the occupational requirements of the job.

All candidates will be put through the same standardized hiring process.

Interview & Assessment & Selection

Positions responsible for activity – District Managers and Store Managers

When scheduling interviews, Kernels Popcorn Limited will include a statement in all email confirmations to any job applicant requesting as to whether they will require any accommodation during the interview process. Should a prospective applicant request accommodation, Kernels Popcorn Limited will consult with the individual to help meet their accessibility needs. During the Interview stage, Kernels Popcorn Limited will notify the job applicant of the Physical Demands (PD) so they are aware of the materials or processes to be used as part of the job requirements as well as review the job description. The PD is also provided, as part of the job description, to the new employee when hired.

The new employee will be required to sign the job description form once hired.

To an employee, as soon as is practicable, Kernels will inform them of its policy of job accommodation that will take into account an employee's accessibility needs during a disability period.

Accessible Formats and Communication - Employees

Kernels Popcorn Limited will, upon request by an employee with a disability provide accessible formats and communication supports for information or supports that are needed in order to perform the employee's job in the workplace. This will be done in consultation with the employee making the request and Kernels Popcorn Limited will also document each individualized plan.

Documented Individual Accommodation Plans

Kernels Popcorn Limited will have a written process for the development of a documented individual accommodation plan for employees with disabilities which includes the following:

- The employee requesting accommodation can participate in the development of their individual accommodation plan,
- Each employee with a disability will be assessed on an individual basis.
- The employee can request participation of representative from the workplace in developing their accommodation plan.
- The employer can request evaluations from a medical (or other) expert.
- The privacy of the employee's information will be protected.
- The content of the accommodation plan will be restricted to only those required to facilitate the plan, supervise the employee and / or the employer.
- The individual accommodation plan for each employee will include a section identifying the individuals that will have knowledge of the plan.
- Any active accommodation plan will be reviewed frequently based on the type of accommodation required.
- The template for the accommodation plan will be reviewed annually or at the time of any updates.
- We will provide the individualized accommodation plan to an employee in a format taking into account the employees accessibility needs.

Return to Work Process

Kernels Popcorn Limited will take the following steps to develop and put in place a return to work process for any of its employees that have been absent due to a disability and require disability related accommodations in order to return to work. This process shall be documented.

The process shall:

- State the reason for the accommodation.

- It will outline the steps to facilitate the return to work of employees that were absent because of their disability

- Not replace or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act, 1997)

- Document the reasons if an individualized accommodation plan is denied

- All Return to Work Accommodation Plans will be retained on file

- Protect the privacy of the employee's personal information

Performance Management & Career Development and Advancement

Kernels Popcorn Limited will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when assessing performance, providing career development and advancement to employees.

Redeployment

In the event that Kernels Popcorn Limited will initiate a redeployment process (i.e. moving from one store to another), it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan in place, the plan will be reviewed and updated to reflect the changes in their new responsibilities.

INDIVIDUALIZED WORKPLACE EMERGENCY RESPONSE INFORMATION

Compliance Date: January 1, 2012. Status: Completed/Ongoing

Positions responsible for completing activity – Senior Director; General Manager

Kernels Popcorn Limited is committed to providing its employees who have disclosed a disability with individualized emergency response information when necessary.

With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee who has an individualized plan.

The individualized workplace emergency response information will be reviewed:

- Annually with the disabled person and for any necessary updates to the response plan itself

- When the employee's overall accommodations or needs are reviewed

- When the employer reviews its general emergency response barriers

DESIGN OF PUBLIC SPACES

Compliance Date: January 1, 2017. Status: Ongoing

Position responsible for completing activity – Senior Director

Kernels Popcorn Limited will incorporate design of public spaces on its store premises for a service counter (accessible) that is newly constructed or redeveloped.

We will notify our customers by posting a sign when emergency maintenance of this service counter is required and the anticipated duration of the maintenance.

Changes to Existing Policies

Kernels Popcorn Limited will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Should you have any questions on the above, please contact Customer Service via the following methods:

Telephone: 416.487.4194, ext 214 or toll free (in Canada) 1.888. 267.6767, ext 214

Email: customerservice@kernelspopcorn.com

Name: Penny Daniels

Signature: *Penny Daniels*

Date: December 6, 2023