

An isometric line-art illustration of an industrial facility. In the center, several large cylindrical silos are visible, with the word 'PIONEER' written on one of them. To the right, a train with several cars is on a track. In the foreground, a large rectangular building has 'RICHARDSON' written on its side. Various other industrial elements like pipes, tanks, and smaller buildings are scattered throughout the scene. The overall style is clean and technical.

**RICHARDSON**

# Richardson International Accessibility Progress Report

2024

# Richardson International's Accessibility Progress Report

## 1.0 General

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### About Richardson International

Richardson International Limited is a global leader in agriculture and food processing. We are Canada's largest agribusiness and a worldwide handler and merchandiser of all major Canadian-grown grains and oilseeds. With a legacy of service going back 160 years, our vertical integration strategy starts with the relationships we have with our farmer customers and ends with oat-, wheat-, and canola-based food products and ingredients in kitchens around the world.

This Accessibility Plan applies to Richardson International, Ltd. and its federally regulated subsidiaries, including Richardson Pioneer Ltd., Richardson Milling, Ltd., Richardson International (Quebec) Ltd., Tri-Lake Agri Ltd., and Westmore Terminals Inc.

### Requirements

As a federally regulated company, Richardson International is governed by the [Accessible Canada Act](#) (ACA).

Per the Act, all federally regulated entities must:

- Prepare and publish an initial Accessibility Plan
- Establish an accessibility feedback process
- Report annually on the progress towards the plan and address any feedback received

Our Accessibility Plan will be reviewed in its entirety and published every three years.

Overall, the Accessible Canada Act represents a significant step towards creating a more inclusive and accessible society for all Canadians, including those with disabilities. By complying with these requirements, Richardson International can help ensure that we are providing equal access and opportunities to all.

### Executive Summary

Richardson International is committed to fostering a diverse and inclusive workplace where employees feel respected and have equal opportunities. Table 1 outlines the overarching objectives we have made in the seven priority areas outlined in the ACA. Throughout the Plan, we have outlined key actions that will help us make progress toward these goals.

**Table 1.**

Executive Summary: Richardson International’s Accessibility Plan and Progress 2023-2026.

Priority Area	Objectives	Progress Update
Employment	Generate a diverse pipeline of candidates for Richardson International’s open positions.	<ul style="list-style-type: none"> <li>Recruitment branding has included real employees with diverse backgrounds</li> <li>Postings include statement to request accommodation through recruitment process</li> <li>Education on psychological safety completed</li> </ul>
	Support candidates with the opportunity to request accommodation through the recruitment process.	
	Educate employees on the accessibility services for physical and mental disabilities available to them through the company, their benefits plans, and Richardson International’s Respectful Workplace Committee.	
Built Environment	Identify accessible improvement opportunities to Richardson International’s built environment.	<ul style="list-style-type: none"> <li>Recent build for elevator office included review of public and employee accessibility in design phase</li> <li>Accessibility Review data to be assessed and recommendations developed</li> </ul>
Information & Communication Technology (ICT)	Complete the migration to Microsoft 365.	<ul style="list-style-type: none"> <li>Office 365 has been rolled out across the Richardson network</li> <li>Training for employees on features in scheduled</li> </ul>
	Communicate new accessibility features available in Microsoft 365 to all employees.	
	Research additional ICT-based supports for employees to build on our existing success leveraging MS365 accessibility features.	
Communication (other than ICT)	Identify and promote universal design principles and plain language standards and ensure that teams responsible for internal and external communications are informed of these concepts.	<ul style="list-style-type: none"> <li>Updated templates that are easier to read and follow have been rolled out across Richardson</li> <li>Launched e-business tool in the agribusiness division, for both internal (employees) and external users (customers).</li> </ul>
Procurement of Goods, Services, & Facilities	Incorporate accessibility as a consideration in our procurement process for training, conferences and meeting spaces.	<ul style="list-style-type: none"> <li>Invites to training events and conferences ask participants to advise if they have any dietary restrictions or require accommodations</li> </ul>
Design & Delivery of Programs & Services	Provide opportunities for our customers to provide feedback and potentially receive additional accommodations upon request.	<ul style="list-style-type: none"> <li>Various approaches will be discussed with the Assistant Vice President, Richardson Pioneer later in the plan period</li> </ul>

Transportation	Richardson International is not involved in the transportation of the public or our employees. We, therefore, do not currently have any commitment regarding Transportation.	<ul style="list-style-type: none"><li>• No actions required</li></ul>
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## Accessibility Statement

At Richardson International, we believe in empowering our people, promoting teamwork and innovation, being ethical, and always being the kind of business in which people can put their trust.

Promoting accessibility and moving towards a barrier-free environment is our responsibility to our employees, our stakeholders, and our customers.

## Feedback

Richardson International is committed to providing opportunities for feedback. For more information, to provide feedback, or to request alternative formats of this Plan, please contact Richardson International through one of the following methods:

- Email: [hr@richardson.ca](mailto:hr@richardson.ca)
- Direct mail:  
Richardson International Limited  
2800 One Lombard Place  
Winnipeg, MB  
Canada R3X 0X8  
Attention: Indi Ramkissoon
- Telephone: 1-800-665-3639

## Alternative Formats

Richardson International's Accessibility Plan is available in the following formats:

- Print
- Large Print
- Electronic

If alternative versions of Richardson International's Accessibility Plan are required, please make the request via email to [hr@richardson.ca](mailto:hr@richardson.ca), or by phone at 1-800-665-3639

## 2.0 Accessibility Plan Progress

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### Area 1: Employment

#### Our Accessibility Goal

Richardson International believes in treating employees with respect and dignity. We aim to foster an environment where people from all backgrounds feel that they can contribute and thrive in the workplace without barriers. Our goal is to continue to provide employees with a safe and welcoming workplace.

### **Current Level of Accessibility**

At Richardson International, we pride ourselves on making sure that employees feel respected through our Respectful Workplace policy and training. We have put significant effort into creating a welcoming environment for all our employees through our on-boarding programs and the establishment of a Respectful Workplace Committee with representatives from all parts of our business and minority groups, including people with disabilities.

All employees and managers receive training related to Diversity, Equity, and Inclusion (DEI) and accommodation and disability management. We have also planned for managers to receive additional training related to recruitment including the hiring process which supports inclusive hiring, including those with disabilities.

### **Actions**

Generate a diverse pipeline of candidates for Richardson International's open positions by:

- Expanding the placement of our job ads and prioritizing the use of job boards that integrate universal design principles and support the recruitment of the designated groups (women, indigenous people, visible minorities and people with disabilities) starting in the Fall of 2023 with campus recruitment.
- Continue to publish marketing materials that include people with disabilities, and other diverse identities, to promote inclusion and represent the diverse communities in which we operate.

### **Activities:**

Campus recruitment efforts in 2023 resulted in hiring two students that self-declared as having disabilities. Richardson has a strong focus on the development of students, often rehiring them for additional student roles and ultimately into full-time professional positions upon graduation.

During rebranding of our recruitment materials, employees from designated groups with diverse backgrounds were used to promote Richardson as an employer, showing that those with different backgrounds could be successful in the Company.

Leaders with declared disabilities were included in our recruitment efforts all recruitment events included representatives who were able to speak to the accommodation process at Richardson when requested.

Provide candidates with the opportunity to request accommodations through the recruitment process with Richardson International by:

- Incorporating a confidential process for candidates to request accommodations during recruitment starting in the Spring of 2024.
- Training managers on recruitment best practices, including inclusive hiring focused on the designated groups starting in 2024.

**Activities:**

Richardson has included a diversity statement in our job postings and offered accommodation if needed in the recruitment process. While some recruitment events are in-person, others that are held in the virtual recruitment context meant that prospective employees with disabilities were able to connect with our business representatives from their own environments, free from barriers.

Formal training on recruitment best practices is in development and will be rolled out in 2025.

Educate employees on the accessibility services for physical and mental disabilities available to them through the company, their benefits plans, and Richardson International's Respectful Workplace Committee by:

- Reviewing and assessing options for communication to provide information to employees by Fall 2025. (e.g., communicate benefit programs available to support mental health challenges.)

**Activities:**

Presentations were made to different leader groups about psychological safety in the workplace, that included information about our Employee Assistance Program (EAP) and what resources were available to employees through our paramedical coverage.

**Area 2: Built Environment****Our Accessibility Goal**

Richardson International recognizes that not all our locations will be suitable for accessibility upgrades, but our goal over the next three years is to begin the process of reviewing our built environment.

**Current Level of Accessibility**

Richardson International operates over 100 locations across Canada, the United States, and the United Kingdom. Our facilities include our head office, business innovation centres, research farms, food processing plants and inland and port terminals. Our locations have various levels of accessibility that are largely dictated by the safety requirements and bona fide occupational requirements of the roles performed at each site.

**Actions**

Review accessible improvement opportunities within Richardson International's built environment by:

- Reviewing the opportunity to improve accessibility in new builds and retrofits between now and 2026 based on accessibility requirements in each jurisdiction.

## **Activities:**

In 2023/2024, an office was built for the Brandon, Manitoba elevator, a process which included a review of public and employee accessibility in the space. Areas reviewed include washrooms, ramps, single level building and parking lot design.

Accessibility reviews have been conducted at various Richardson facilities over the last few years. The results will be analyzed, and recommendations developed to make enhancements to the built environment.

## **Area 3: Information and Communication Technologies (ICT)**

### **Our Accessibility Goal**

In an ever-evolving ICT landscape, Richardson International aims to provide our employees with cutting-edge tools and programs. Our goal is to ensure that our employees have barrier-free ICT infrastructure that supports them in the daily activities of their jobs.

### **Current Level of Accessibility**

Richardson International is currently in the process of upgrading our systems to Microsoft 365 (MS365). Once we have completed the migration our ICT systems will:

- Support screen readers
- Provide an immersive reader mode for our employees
- Allow our team to get live captions and subtitles, as well as transcripts for all meetings
- Include a built-in accessibility checker for all Office applications

### **Actions**

Complete the migration to MS365 based on the following timeline:

- Migrating employees to Office 365 (Excel, PowerPoint, Word, etc.) by Fall 2023
- Transition our email services from GroupWise to Outlook by Winter 2023
- Adopt the usage of MS Teams by Spring 2024.

**Activities:** Office 365 has been rolled out across the Richardson network. Accessibility checker has been enabled for users. Other features such as screen readers, immersive reader mode and live captions will be provided as requested for those who need them.

Email transition from GroupWise to Outlook has been completed. Outlook includes the accessibility feature to ensure that language and phrasing is straightforward and concise.

MS Teams has been adopted across the Company, providing equal experiences to all users.



Communicate new features including accessibility features available in MS365 to all employees by:

- Providing employees with links and information from Microsoft about their accessibility features and how to use them in conjunction with the implementation schedule, or no later than the end of 2024.

MS 365 Training is in progress for users. Topics covered will include: mail, security topics, Viva Insights, calendar, and tasks, including creating lists.

Research additional ICT-based supports for employees to build on our existing success leveraging MS365 accessibility features starting in 2025.

Research of additional supports will take place later in the plan period.

## **Area 4: Communication, other than ICT**

### **Our Accessibility Goal**

Our goal at Richardson International is to ensure that communication to employees, customers, and the public is clear, concise, and accessible whenever possible.

### **Currently Level of Accessibility**

Richardson International believes in creating strong lines of communication which includes ensuring that everyone understands our message.

As such, we have started to incorporate closed captioning on some of our video content on our website. We also strive to write employee communications using plain language targeting a grade 5 comprehension level.

### **Actions**

Identify and promote universal design principles and plain language standards and ensure that teams responsible for internal and external communications are informed of these concepts starting in 2024.

### **Activities:**

Updated templates to be easier to read and follow. These have been distributed across the business network and are available to all employees on the company intranet.

Launched e-business tool in the agribusiness division, prioritizing usability and accessibility for both internal (employees) and external users (customers). External users can now access most of their necessary business information from a single, mobile-optimized platform.

Transitioned the majority of marketing and communications activities to new e-business platform, with the goal of migrating all content by 2026. Outdated digital tools that did not prioritize user experience were retired and change was communicated to internal and external users.

Created a marketing communications resource and template library specific to the agribusiness division. These resources feature consistent, user-friendly designs to ensure a streamlined and intuitive experience for external audiences. Internal users have been trained in the use of these templates.

## **Area 5: Procurement of Goods, Services, and Facilities**

### **Our Accessibility Goal**

At Richardson International, we understand that creating an accessible Canada is everyone's responsibility and our procurement process is an opportunity to extend the responsibility to our vendors. We aim to incorporate accessibility into our procurement policies and processes.

### **Current Level of Accessibility**

Overall, Richardson International has not prioritized accessibility in our procurement of goods and services. However, we do aim to use accessible facilities for all off-site training and other employee events.

### **Actions**

Incorporate accessibility as a consideration in our procurement process by:

- Amending our existing procurement process to include accessibility for diverse disabilities as a factor in the decision process when selecting vendors for training, conferences, and employee accommodation by June 2026.

Activities: Our invites to training events and conferences ask participants to advise if they have any dietary restrictions or require accommodations. Facilities that we work with are well versed in alternative practices and are able to accommodate special requests for meeting and conference spaces as well as personal accommodations for traveling employees.

## **Area 6: Design and Delivery of Programs and Services**

### **Our Accessibility Goal**

As a member of the agriculture community, Richardson International is dedicated to working with our partners, customers, and community to continue to provide programs and services without barriers.

### **Current Level of Accessibility**

Richardson International provides all employees with Respectful Workplace training, which they must complete on a regular basis, and extends to the treatment of and interaction with customers. Included in this training are details on how to provide accommodations.

We do not currently have a formal process for customers to provide feedback to Richardson International on our current accessibility standards or accommodation process.

### **Actions**

Provide further opportunities for our customers to provide feedback and receive accommodations as needed by:

- Implementing a process for customers to raise accessibility concerns to Richardson Pioneer locations by June 2026.

**Activities:** This is an item that will be raised with the Assistant Vice President, Richardson Pioneer later in the plan period. Ideas to consider include posters at the site with QR codes and phone numbers.

### **Area 7: Transportation**

The ACA also recognizes transportation as one of the priority areas of accessibility; however, Richardson International is not involved in the transportation of the public or our employees. We, therefore, do not currently have any commitment or actions regarding Transportation.

## **3.0 Feedback**

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### **Feedback Processes:**

#### **HR Accessibility**

Employees can always reach an HR representative by emailing [HR@Richardson.ca](mailto:HR@Richardson.ca) or calling a 1-800 number that links to all areas in HR. There are posters at every site that have these contacts on them. Employees can also reach out to their designated HR members. As it relates to learning events, employees know they can reach out to our learning and development team members for support when needed.

#### **Contact Us**

Our corporate website invites employees, customers and other third parties to reach out to us with questions, comments, and concerns through an online form in the Contact tab.

## **4.0 Conclusion**

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Richardson International is committed to creating an inclusive and accessible environment for its employees and stakeholders. We are at the start of our journey to enhance accessibility for our employees, our customers, and the public, and have taken several meaningful steps towards that journey. By continuing to implement these commitments, Richardson International aims to ensure that all individuals, regardless of their background or abilities, can contribute and thrive within our organization. Our dedication to accessibility aligns with our commitment to foster a culture of respect, equality, and opportunity for all.