



RICHARDSON

Richardson International Accessibility Plan

2023-2026

Richardson International's Accessibility Plan

1.0 General

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.

Our business is built on customer service and driving innovation in our integrated businesses – our grain handling and crop input network of inland terminals, our network of port terminals and our oat milling operations as well as other provincially regulated businesses in Canada and businesses in the United States and the United Kingdom.

Recognized as one of [Canada's Best Managed Companies](#), Richardson has approximately 3,000 employees in [over 100 locations](#) globally. We offer a range of [career opportunities](#) in agriculture, operations, and corporate roles at our head office in Winnipeg, Manitoba and our divisional office in Regina, Saskatchewan.

Requirements

As a federally regulated company, Richardson International is governed by the [Accessible Canada Act](#) (ACA). The ACA is a federal law enacted by the Canadian government in 2019 to promote and ensure equal access and inclusion for persons with disabilities. The ACA applies to all federally regulated entities, including companies, organizations, and government agencies.

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

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.

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

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 2023-2026.

Priority Area	Objectives
Employment	Generate a diverse pipeline of candidates for Richardson International’s open positions.
	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.
Information & Communication Technology (ICT)	Complete the migration to Microsoft 365.
	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.
Procurement of Goods, Services, & Facilities	Incorporate accessibility as a consideration in our procurement process for training, conferences and meeting spaces.
Design & Delivery of Programs & Services	Provide opportunities for our customers to provide feedback and potentially receive additional accommodations upon request.
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.

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.

Accessibility Committee

The Accessibility Plan project group includes:

1. **Addison Cullen**
Director, Zone Operations Business Development
2. **Justin Haywood**
Senior Database Administrator II
3. **Karl Carnegie**
Manager, Engineering Services
4. **Kelcey Vossen**
Manager, Communications & Public Relations
5. **Lila Henderson-Hunt**
Manager, Office Services & Head Office Facilities Management
6. **Kayla Friesen**
Manager, Facilities Management & Special Projects
7. **Heather Dezan**
Assistant Vice President, Human Resources
8. **Indi Ramkissoon**
Manager, Organizational Development

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
- 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, or by phone at 1-800-665-3639

2.0 Priority Areas

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.

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.

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.)

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 build 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.

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.

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.

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

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.

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.

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.

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 Consultations

Summary

We worked with our employees to understand their lived experiences and what barriers exist for them at Richardson International.

Consultation Process

Through a previous diversity survey, employees were given the opportunity to self-identify as a person with a disability. These employees were provided with a survey outlining the details of our Accessibility Plan and asked to give their feedback on the impact and meaningfulness of our actions.

We received a 46% response rate from those employees who identify as having a disability. The survey consisted of a total of 27 questions. Questions included Likert scales to assess employee perceptions of how effectively the corresponding action elevates accessibility and improved the likelihood of attracting and hiring more individuals with accessibility needs at Richardson International. There were also open text questions so that employees could share suggestions about how to improve the action to meet our accessibility goals.

Results

- Survey respondents were mostly in agreement that Richardson International's actions would help elevate accessibility and improve the likelihood of hiring/employing more individuals with accessibility needs.
- Where employees felt neutral or disagreed, they offered the following suggestions, which have been incorporated into our Accessibility Plan:
 - Use plain language to clarify the scope of actions to make them more understandable
 - Across all actions, incorporate a lens that accounts for diverse disabilities, both physical and mental, to ensure inclusive actions.

4.0 Conclusion

Richardson International is committed to creating an inclusive and accessible environment for its employees and stakeholders. We are at the start of our journey and aim to take steps to promote diversity, equity, and inclusion in employment practices, improve accessibility in the built environment, upgrade ICT systems, enhance communication accessibility, incorporate accessibility considerations into procurement practices, and provide accessible programs and services. By implementing 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.