



Statement of Commitment & Accessibility Policy

Statement of Commitment

Mastrandrea Commercial Bakeries Limited · Forno Cultura · is committed to meeting the accessibility needs of persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

We are committed to respecting dignity, independence, integration, and equal opportunity.

Accessibility Policy

- This policy applies to all employees, volunteers, policy developers, and third-party service providers.
- Accessible formats of this policy are available upon request.



Accessible Feedback, Formats & Employment

Multi-Year Accessibility Plan (2026–2031) (see APPENDIX A)

- Accessibility training will be conducted organization-wide in 2026 with annual refreshers each January.
- Accessible feedback processes are implemented across all locations.
- Recruitment accommodation statements are included in all job postings.
- Individualized workplace emergency response plans are provided where required.
- This plan will be reviewed every five (5) years.

Accessibility Training Program

- Mandatory training is provided to all employees and applicable third parties.
- Training includes AODA requirements, Ontario Human Rights Code obligations, service animals, assistive devices, temporary disruptions, and employment accommodations.
- Training records are maintained, including employee name, location, date assigned, and completion date.



Multi-Year Accessibility Plan & Training

Accessible Feedback Process

- Feedback may be provided in person, by phone (416-603-8305), by email (laleh@fornocultura.com), or by mail to 609 King St W, Toronto, ON.
- Feedback will be acknowledged within 3 business days and responded to within 10 business days.
- Accessible formats are provided upon request at no additional cost.

Accessible Formats & Communication Supports

- Upon request and in consultation with the individual, accessible formats and communication supports will be provided in a timely manner at no additional cost.
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Recruitment & Employment Accessibility

- All job postings include the statement: “Accommodations are available upon request for candidates participating in all aspects of the recruitment process.”
- Interview invitations inform candidates that accommodations are available upon request.
- Offer letters include notice of accommodation policies.



Multi-Year Accessibility Plan & Training

Individual Accommodation Plan Process

- Employees may request accommodation verbally or in writing.
- Accommodation plans are documented, confidential, and reviewed annually or when circumstances change.
- If accommodation is denied, a written explanation is provided.

Return-to-Work Process

- Employees returning from disability-related leave will be consulted regarding accommodations.
- Modified duties may be implemented as required.
- Accommodation plans are updated as necessary.

Individualized Workplace Emergency Response

- Where required, individualized emergency response plans are developed.
- Plans are updated upon job or location change and shared only with employee consent.



Service Animals

Service Animal Policy (Food Service Environment)

- Service animals are permitted in customer areas.
- Service animals are not permitted in food preparation areas as required by Ontario public health legislation.
- Alternative service arrangements will be provided if access is restricted.



Disruptions & Compliance

Notice of Temporary Disruptions

- When accessible services are disrupted, notices will include the reason, expected duration, and alternative arrangements.
- Notices are posted at entrances and affected areas.

Accessibility Compliance Report

- Accessibility Compliance Reports are filed with the Province of Ontario as required.
- Reports are made available to the public upon request.

Website & Public Statement

- The website includes an accessibility statement confirming compliance with AODA and availability of accessible formats upon request.

Recordkeeping

- Training records, feedback logs, accommodation plans, emergency response plans, and compliance reports are retained for a minimum of five (5) years.



Multi-Year Accessibility Plan 2026–2030

Summary by Year

- 2026: Review current accessibility policies and practices; Provide AODA training; Ensure feedback process; Include accessibility in hiring/onboarding.
- 2027: Address identified accessibility barriers; Reinforce training for managers.
- 2028: Ensure accessibility in all operations; Provide accommodations; Make information available in accessible formats.
- 2029: Review practices across locations; Update training; Address remaining gaps.
- 2030: Review and update plan; Prepare next plan (2031–2035).