

	Pride Pak Canada Ltd.	Revision No	A
		Code	P-AODA-002
		EffectiveDate	01/06/2026

ACCESSIBLE FEEDBACK MECHANISM

Purpose

The purpose of this procedure is to establish and maintain an accessible process through which employees, customers, suppliers, contractors, McDonald's Canada representatives, corporate auditors and any other person can provide feedback about the manner in which Pride Pak Canada Ltd. provides goods, services, facilities and employment opportunities to persons with disabilities. This procedure ensures that all feedback is received, acknowledged, investigated and resolved in a timely manner and that the process itself is accessible to persons with disabilities. This procedure fulfils the requirements of Ontario Regulation 191/11 sections 7 and 11 and the Accessibility Standards for Customer Service Ontario Regulation 429/07.

Scope

This procedure applies to all feedback received from any person - including employees, customers, suppliers, visitors, delivery personnel, corporate auditors and any member of the public - relating to accessibility at Pride Pak Canada Ltd. It covers all aspects of accessibility including the physical facility, communications, employment practices, website accessibility, customer service and any other area where a person with a disability may encounter a barrier or wish to provide feedback.

Policy Statement

Pride Pak Canada Ltd. is committed to receiving and responding to feedback about accessibility in a manner that is respectful, timely and effective. All feedback - whether positive, negative or a suggestion for improvement - is welcomed and will be taken seriously. Pride Pak Canada Ltd. recognises that feedback from persons with disabilities is one of the most valuable tools for identifying and removing barriers and will use this feedback to continuously improve accessibility across all areas of the business.

Guiding Principles

- The feedback process is accessible to persons with all types of disabilities including physical, sensory, cognitive and mental health disabilities. Persons with disabilities will never be required to use an inaccessible channel to provide accessibility feedback.
- The feedback process is available through multiple channels so that persons with disabilities can choose the method that best meets their needs.
- Feedback can be provided anonymously. Anonymous feedback will receive the same level of attention and response as identified feedback. Where the person has provided contact details, acknowledgement will be provided within five working days.
- No person will face any negative consequence for providing honest feedback about accessibility at Pride Pak Canada Ltd. including feedback that is critical of the company's practices.
- The feedback process is publicised on the Pride Pak Canada Ltd. website, at the reception area of the facility, in the employee handbook and in any other materials distributed to customers, suppliers and visitors.

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- Pride Pak Canada Ltd. will notify the public that accessible formats and communication supports are available for the feedback process itself, upon request and at no cost.
- All feedback received is logged in the Accessibility Feedback Log maintained by the Management Representative, reviewed monthly by the Management Representative and reported on at the annual Management Review Meeting.
- Feedback that identifies a systemic accessibility barrier will be incorporated into the Multi-Year Accessibility Plan P-AODA-004 for remediation within a reasonable timeframe.

Feedback Channels

Accessibility feedback may be provided through any of the following channels at any time:

- In person - speak directly with any employee, supervisor, Management Representative or the Management Representative at 6768 Financial Drive, Mississauga, ON L5N 7J6. Staff are trained to record feedback on behalf of persons who are unable to write.
- By telephone - call Pride Pak Canada Ltd. at the main facility number and ask for HR or the Management Representative. Staff will document the feedback on the caller's behalf. Persons who use a TTY or relay service may use the Bell Relay Service at 1-800-855-0511.
- By email - send feedback to the Management Representative at the published email address. Email is accessible to persons who use screen readers or other assistive technology.
- By written letter - send written feedback by mail to: Pride Pak Canada Ltd., Attention: Management Representative, 6768 Financial Drive, Mississauga, ON L5N 7J6.
- By large-print form - a large-print version of the Accessibility Feedback Form is available at the reception area of the facility and will be provided on request.
- By online form - a web-based accessibility feedback form is available on the Pride Pak Canada Ltd. website at pridepak.com. The form conforms to WCAG 2.0 Level AA and is compatible with screen readers and keyboard-only navigation.
- Verbally through a support person - persons with disabilities who communicate through a support person or interpreter may provide feedback through that person. The support person's involvement will be noted in the feedback log.
- By suggestion box - a suggestion box is located near the employee break area on the production floor. Written accessibility feedback may be placed in the suggestion box at any time. The box is checked regularly, at least weekly. Persons who require assistance completing a written note may ask any employee or supervisor for help and their feedback will be recorded on their behalf.

Accessible Formats for the Feedback Process

The Accessibility Feedback Form and all information about the feedback process are available in the following accessible formats upon request at no cost and within a reasonable timeframe:

- Large print - minimum 18-point font, high contrast black text on white background.
- Electronic text - provided by email in a format compatible with common screen readers including JAWS, NVDA and VoiceOver.
- Audio format - a verbal description of the feedback form and process provided by telephone or in person.
- Plain language version - a simplified version of the feedback form using plain, easy-to-understand language
- Hindi and Punjabi versions - written versions of the feedback form in Hindi and Punjabi will be available upon request for workers and community members whose primary language is not English.

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To request an accessible format, contact the Management Representative at the facility by telephone, email or in person. Requests will be fulfilled within five working days or sooner where the matter is urgent.

Feedback Response Process

Step 1 - Receipt and Logging: All feedback received through any channel is recorded in the Accessibility Feedback Log by HR within one working day of receipt. The log records the date, source, channel used, description of the feedback and the name of the HR staff member who received it.

Step 2 - Acknowledgement: Where the person providing feedback has given their contact details, The designated responsible person will acknowledge receipt in writing within five working days. The acknowledgement will confirm that the feedback has been received and is being reviewed.

Step 3 - Review and Assessment: The Management Representative reviews all feedback in the Accessibility Feedback Log at least monthly. Feedback is assessed to determine whether it identifies an individual service failure, a systemic barrier or a suggestion for improvement. The assessment is documented in the log.

Step 4 - Response and Resolution: Where the feedback identifies a specific service failure or individual accessibility barrier, the designated responsible person will take corrective action and aim to communicate the outcome to the person who provided the feedback within ten working days as an internal service target. Where the feedback identifies a systemic barrier requiring longer-term remediation, the Management Representative will incorporate it into P-AODA-004 and communicate this to the person where their contact details are available.

Step 5 - Escalation: Where feedback indicates that a person with a disability has been treated in a manner that violates their rights under the Ontario Human Rights Code or the AODA, the matter will be escalated to senior management immediately and investigated in accordance with the Grievance Handling Policy P-SMT-0004.

Step 6 - Annual Review: The Management Representative presents a summary of all accessibility feedback received during the year, actions taken and outstanding items at the annual Management Review Meeting. Trends in feedback are used to inform the annual review of the Multi-Year Accessibility Plan.

Employee Responsibilities

- All employees who receive accessibility feedback in any form must forward it to the Management Representative immediately and must not discourage, dismiss or minimise a person's accessibility concern.
- The Management Representative is responsible for maintaining the Accessibility Feedback Log, acknowledging all identified feedback within five working days, coordinating responses and maintaining the log as a confidential record.
- The Management Representative is responsible for reviewing the log monthly, ensuring timely responses and resolution, incorporating systemic feedback into the Multi-Year Accessibility Plan and reporting on feedback trends at the Management Review Meeting.
- Senior management is responsible for approving and funding corrective actions identified through the feedback process and for ensuring that the feedback mechanism itself remains accessible and effective.

Public Notification

Pride Pak Canada Ltd. will notify the public about the existence of the accessible feedback process and the availability of accessible formats through the following channels: a notice on the Pride Pak website, a notice at the reception area of the facility, in written communications to suppliers and customers and in the employee handbook provided to all workers as soon as practicable after they begin employment.

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Informal Resolution

Many accessibility concerns can be resolved immediately and informally at the point of contact. Any employee who receives accessibility feedback in person is empowered to take immediate practical steps to remove the barrier where it is within their authority to do so, such as offering an alternative format, providing verbal assistance or removing a physical obstruction. All such informal resolutions must still be logged in the Accessibility Feedback Log.

Formal Disciplinary Procedure

Investigation

Any failure to log, acknowledge or respond to accessibility feedback within the required timeframes, any dismissal or discouragement of a person's accessibility concern or any failure to maintain the confidentiality of a feedback submission will be investigated by the Management Representative and HR.

Disciplinary Actions

- Any employee who dismisses, discourages or fails to forward an accessibility feedback submission will face disciplinary action.
- Any employee who retaliates against or treats adversely any person who has provided accessibility feedback will face disciplinary action up to and including dismissal.
- The Management Representative who fails to review the feedback log monthly or to report on feedback at the Management Review Meeting will face a formal review.

Gross Misconduct

- Deliberately destroying, falsifying or failing to record accessibility feedback.
- Retaliating against or discriminating against any person who has provided honest accessibility feedback.
- Deliberately providing false information to the Ontario Accessibility Directorate in connection with the feedback process.

All accessibility feedback is recorded in the Accessibility Feedback Log
AODA-LOG-001 maintained by the Management Representative.

Documentation

All formal actions, decisions and accommodation arrangements made under this policy will be documented and retained in the relevant employee file or company records. Records will include the nature of the request or matter, findings, actions taken, timelines and the employee's response. All records will be retained for a minimum of three years from the date of the action or the end of the employment relationship, whichever is later. All records are maintained in a confidential manner and are accessible only to those with a legitimate need to know.

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Appeals Process

Appeals must be submitted in writing to the Management Representative as soon as practicable, and Pride Pak Canada Ltd. asks that this be done within five working days wherever possible. Appeals will be reviewed by a senior manager not previously involved in the matter. Pride Pak Canada Ltd. aims to communicate the outcome in writing within ten working days as an internal service target.

Confidentiality

All matters raised under this policy will be handled with strict confidentiality. Information about any request, complaint or accommodation will only be shared with those directly involved in the process or who have a legitimate need to know. Personal medical information about an employee's disability will never be shared without the employee's explicit written consent, except where required by law.

Compliance with Ontario Laws and International Standards

This policy aligns with and is subject to:

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR) sections 7 and 11
- Ontario Regulation 429/07 - Accessibility Standards for Customer Service sections 7 and 8
- Ontario Human Rights Code
- Web Content Accessibility Guidelines (WCAG) 2.0 Level AA
- McDonald's Supplier Code of Conduct v4.0 (2024)
- SMETA 7 ETI Base Code - Pillar 1 (Labour) and Pillar 4 (Business Ethics)

Communication

This policy will be communicated to all employees as soon as practicable after they begin employment and will be made accessible within the workplace, in a language and format the employee understands. A copy will be provided in accessible formats upon request at no cost. This policy will be reviewed at least annually by senior management and updated as required to reflect changes in legislation, international standards or company practice. The policy is publicly available on the Pride Pak Canada Ltd. website and at the reception area of the facility.

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