

## **Canada Malting Accessibility Report- 2025**

We have prepared our progress report to meet Canada Malting's obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR)

### **How to provide feedback**

Please send your feedback to Moji Babatunde, our HR Business Partner

You can send your feedback by email, phone or mail using the contact information listed below.

[mbabatunde@souffletmalt.com](mailto:mbabatunde@souffletmalt.com)

403-571-7000

3316 Bonnybrook Rd. SE, Calgary, AB, T2G 4M9

### **How to request alternate formats**

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these **alternate formats**: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

### **Contact us:**

Contact methods must include email, phone, mail and any other means that you use to communicate with the public (e.g., social media)

- [mbabatunde@souffletmalt.com](mailto:mbabatunde@souffletmalt.com)
- 403-571-7000
- 3316 Bonnybrook Rd. SE, Calgary, AB, T2G 4M9
- [www.canadamalting.com](http://www.canadamalting.com)
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### **Feedback**

No formal feedback has been received since the plan's publication, but we remain open to feedback provided at the above-mentioned channels.

## Consultations

We conducted informal feedback surveys of our employee population, which includes employees with known disabilities.

- We consulted through (*check all that apply*):

Survey(s) (online / print)

Discussion groups (online / in-person)

Other (*specify*): \_\_\_\_\_

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- Dates / time periods of consultations: Launched in March 2025 and ongoing
- We asked participants the following questions:
  - What ideas do you want to share with us to enhance operational efficiency?

**Accessibility:** We made our consultations accessible by:

Ensuring our venue was wheelchair-accessible

Consultation documents were available in accessible formats

Provided sign language interpreters on request

Provided closed captioning on request

Other (*please specify*): Posted physical posters around the plants, sent digital/electronic posters, used QR codes so employee's could access on their phone

**Who we consulted:**

- We consulted (*check all that apply*):

Individuals with disabilities

Disability organizations

List the names of the organizations: \_\_\_\_\_

☐ Accessibility experts

List the names and fields of expertise (e.g., built environment) of the experts \_\_\_\_\_

\_\_\_\_\_

☒ Disability experts

CBI Health SupportAbility

- Total number of participants (not including members of our organization): 1
- Number of participants with disabilities: Unknown
- Types of disabilities represented: mental health, neurodivergence, and physical disabilities

## **Employment**

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: The current number of employees hired with disabilities is lower than typical labour market availability in our industry.

Progress Update: We held informal meetings with hiring managers on an ad hoc basis to train in inclusive hiring practices. Job postings have been revised to include inclusive language where applicable.

## **The built environment**

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Not all of our sites have accessible spaces such as ramps, elevators, automatic doors, and/or other barrier-free spaces.

Progress Update: Due to capex and funding constraints, no physical upgrades were completed. This remains a priority for future years.

## **Information and communication technologies**

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: There is a lack of alternative formats for media content such as social media.

Progress Update: All videos that are shared from our head office now include closed captioning.

### **Communication, other than information and communication technologies**

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: We use Microsoft Suite extensively to create and share communications, templates, documents, processes, etc. to internal and external customers. This may not always meet the accessibility needs of our customers.

Progress Update: We implemented greater IT/software updates to all employees globally. Meetings are often recorded and transcribed. Our instructions and SOPs have been updated to include visual instructions as well.

### **The procurement of goods, services and facilities**

Not Applicable due to the nature of our business

### **The design and delivery of programs and services**

Barrier 1: When interacting with our customers or employees, we do not always take accessibility into consideration when delivering services.

Progress Update: We implemented a self-identification survey as part of our onboarding of new hires which helps us understand the needs of our employees better.

### **Transportation**

Not Applicable due to the nature of our business

### **Conclusion**

Canada Malting remains committed to creating an inclusive and accessible workplace where all employees and customers can thrive. We will continue to take steps to implement our 2024 Accessibility Plan—particularly in the areas of inclusive hiring, accessible communication practices, and customer service. While budget limitations may hinder improvements to the built environment, we are committed to change in other areas, including attitudinal changes, and further training for employees and hiring managers.