

# 2024 Accessibility Progress Report



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# Section 1

## General

### 1.1 About Viterra

Since its founding in 1993, Viterra has been helping farmers feed the world. As a leading marketer and handler of grains in Canada, Viterra connects farmers and producers of grain with consumers. To do this, we operate a network of grain elevators, crop-handling facilities, and port terminals. We are a team of more than 1,600 employees, working out of 75 facilities located primarily in rural western Canada, with a corporate office in Regina, Saskatchewan.

### 1.2 Our commitment to accessibility

Viterra is committed to helping make Canada barrier-free by 2040. We take our responsibilities to Canadians seriously, and this includes those with disabilities. We're committed to becoming more accessible because we take pride in helping farmers feed the world, acting as an important link between them and our end use customers in Canada and 70 countries worldwide. For these reasons, we are committed to identifying and removing accessibility barriers in our workplace to improve our ability to serve our industry.

We believe all our employees play a role in making Viterra more accessible and inclusive. Our Manager, Talent Development, supported by a company wide committee, will be Viterra's designated lead on ensuring we act as outlined in our Accessibility Plan to meaningfully remove accessibility barriers.

## 1.3 Progress to date

Following our consultations with people with disabilities, we identified barriers to accessibility at Viterra and developed our initial Accessibility Plan. Viterra's 2023-2026 Accessibility Plan includes actions indicating our commitment to improve accessibility and we are actively working on those commitments. We understand the importance of continually evaluating opportunities to improve accessibility, acting on feedback, and regularly consulting people with disabilities. We realize that accessibility is an ongoing journey, and we are dedicated to listening to, and working with, people with disabilities in our efforts to advance disability inclusion.

Our progress and key achievements from June 1, 2023 to May 31, 2024 are described in this report. In summary, six actions are completed, while seven are currently in progress. There are five actions slated to start in the coming months. The remaining four actions have been revised following the June 13, 2023 announcement of a definitive agreement between Viterra and Bunge to merge, which occurred shortly after the publication of Viterra's initial Accessibility Plan.

The announcement of the merger required a reassessment of some of our planned actions. For example, we've adjusted the actions under the information and communication technologies (ICT) area to address the potential integration of websites, intranet sites, and IT systems and platforms should the merger proceed as planned. The integration of the ICT environment between the merging companies is needed for brand alignment, the consolidation of information, and for a unified digital experience for employees and customers. The integration of these digital technologies and platforms may either improve accessibility or we may uncover new barriers. This won't be known until the outcome of the intended

merger is determined and the technologies and platforms are integrated. All revised actions have been identified in Section 2 of this Progress Report.

The progress we've made thus far includes the following actions:

- Establishing and communicating processes to provide and address feedback on accessibility.
- Establishing a plan for meeting requests for alternative formats.
- Reviewing and updating our Employment Accommodation policy.
- Revising our employment accommodation process in collaboration with people with disabilities, stakeholders, and subject matter experts.
- Refreshing our internal and external career sites and job postings to include both a diversity statement and information on how to request an accommodation during the hiring process.
- Reviewing and updating our emergency evacuation process based on the Canada Labour Code Part II and the Government of Canada's guidelines for creating an accessible emergency response.
- Incorporating accessibility guidelines in the renovations taking place at our Canadian headquarters in Regina, Saskatchewan.
- Providing human generated captions and transcripts in videos we create.
- Formalizing a social media standard to ensure there is consistent use of accessibility features.
- Establishing guidelines, tools and templates for planning and hosting larger (10+ people) employee meetings and customer events.

## 1.4 Feedback



Viterra welcomes feedback from employees, customers, and members of the public about accessibility at Viterra and about this plan. We are committed



to reviewing this feedback and taking steps to address barriers that are identified.

Employees, customers, and members of the public can provide feedback on the barriers experienced when interacting with Viterra or feedback that will help to inform work outlined in our Accessibility Plan.

All feedback will be considered as part of the continuous improvement of our accessibility. Some feedback may be addressed right away, and some may be addressed in the development of our future accessibility plans. The feedback we receive and how we address it will be included in our progress reports.




All feedback submitted through the feedback form is anonymous unless the individual wishes to receive a response from Viterra. In that case, we will require a name and contact information. The feedback provided won't be associated with names and will only be shared with those Viterra employees directly involved in furthering our accessibility efforts or responding to specific requests. We therefore encourage feedback to be as detailed as possible.

How to provide feedback	Contact Information
Mail 	ATTN: Human Resources Viterra Canada 2625 Victoria Avenue Regina, SK Canada, S4T 7T9
Telephone 	1.866.569.4411

<p>Email</p> 	<p><a href="mailto:YOM.admin@Viterra.com">YOM.admin@Viterra.com</a></p>
<p>Feedback form on our website</p> 	<p><a href="https://Viterra.ca/en/Contact-Us-YOM">https://Viterra.ca/en/Contact-Us-YOM</a></p>

## 1.5 Alternative formats

To request a copy of Viterra’s Accessibility Plan and/or the Progress Report in an alternate format, please contact us at:

How to request an alternate format	Contact Information
<p>Telephone</p> 	<p>1.866.569.4411</p>
<p>Email</p> 	<p><a href="mailto:YOM.admin@Viterra.com">YOM.admin@Viterra.com</a></p>
<p>Feedback form on our website</p> 	<p><a href="https://Viterra.ca/en/Contact-Us-YOM">https://Viterra.ca/en/Contact-Us-YOM</a></p>

The following formats are available upon request within the timeframes indicated:

- Print – 15 days
- Large print – 15 days
- Braille – 45 days

- Audio – 45 days

## 1.6 Definitions

The following definitions apply throughout this report:

**Accessibility:** The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

**Accessible Canada Act (ACA):** A legislation that came into force on July 11, 2019. The legislation was enacted with the goal of removing barriers and achieving accessibility within areas of federal jurisdiction on, or prior to, January 1, 2040.

**Accommodation:** Means steps to eliminate barriers and disadvantages against a specific employee or job applicant on a temporary or permanent basis. It may involve making changes to the workplace or the employee's working conditions in a way that ensures the employee is not unfairly excluded based upon a protected characteristic or prohibited ground of discrimination.

**Barrier:** Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

**Disability:** Any impairment or difference in physical, mental, intellectual, cognitive, learning or communication ability. Disabilities can be permanent, temporary or can change over time.



## Section 2

# Areas in Section 5 of the *Accessible Canada Act*

## 2.1 Organization-wide initiatives

Viterra has taken steps towards accessibility across the organization. These include a robust workplace injury program where employees are encouraged to recover at work, and managers make accommodations for any restrictions or limitations an injured employee may have. We have a focus on reducing workplace accidents but when they do occur, we ensure a recovery plan.

Improving representation and diversity is also important to Viterra. We are building a diversity strategy and identifying opportunities to increase our diversity through our recruitment process.

We know there are still barriers to accessibility at Viterra and we have included goals in this plan to reduce these barriers. We have a history of customized and high-quality customer service, and we want to build on that to make our customer interactions and meetings more accessible.

The following actions will help make this goal a reality:

### **Actions:**

1. Beginning in 2023, we will develop a strategy around ongoing engagement and consultations with people who have disabilities, including both employees and customers.

Status:  
in progress



2. In 2024, in combination with industry partners, we will develop relationships with organizations that support farmers with disabilities.

Status:  
in progress



3. Beginning in 2024, we will share resources and information on disability sensitivity and accessibility in the workplace for all employees.

Status:  
upcoming



### **Progress:**

We have developed a strategy around ongoing engagement and consultations with people who have disabilities. In 2023, we conducted a survey with Viterra employees to collect feedback about barriers people with disabilities face in the workplace. We interviewed the chair of the Canadian Farmers with Disabilities Registry to understand the barriers faced by farmers with disabilities. In 2024, we consulted with Viterra's Diversity, Equity and Inclusion (DEI) Committee to obtain feedback on our Accessibility Plan. We also engaged with people with disabilities to enhance our accommodation process.

We have engaged with our industry partners to discuss opportunities for us to develop relationships with organizations that support farmers with disabilities. These discussions are ongoing.

## 2.2 Employment

Over 1,600 people work at Viterra. Some of our employees identify as having a disability, while more probably have disabilities they haven't shared with us. Some employees communicated they would like to see an increase in knowledge about disability to reduce stigma, and we've included this feedback in our goals.

We need to continue to improve accessibility so that all our employees can work without barriers. This includes improving training and providing employees with resources and knowledge about disability and accessibility.

# Equitable and Inclusive Workplace:

## Actions:

4. In 2023, we will draft and publish an updated employment accommodations policy document that includes clear instructions on how to request a workplace accommodation.

Status:  
in progress



## Progress:


We completed a review of our Employment Accommodation policy and process in collaboration with people with disabilities, stakeholders, and subject matter experts. We identified opportunities to improve the employment accommodation experience, with a focus on simplifying the process, improving the timeliness and efficiency of accommodations, providing clear instructions on how to request a workplace accommodation, and defining the roles and responsibilities of the various parties involved in the process. The updated policy is currently being translated to French. The policy will be published and communicated to employees, in both official languages.

# Manager Development:

## Actions:

- 5. In 2024, we will begin training managers to make sure they:
  - a. Have a general understanding of disability and diversity in employees.

Status:  
upcoming



- b. Understand the purpose of accommodations.
- c. Know how to appropriately receive and handle requests for accommodation.

6. Commitment revised as follows: In 2024, we will include a diversity statement on job postings and offer accommodations throughout the hiring process. We will ensure hiring managers are trained in the duty to accommodate so that we may offer accommodations at every step of the hiring process.

Note: The original commitment was expanded to include the addition of both a diversity statement and information on how to request accommodations throughout the hiring process on job postings.

Status:  
in progress



**Progress:**

We added both a diversity statement and information on how to request an accommodation during the application and hiring process to our website and all job postings. The next step will be to train stakeholders and managers on all aspects of accommodations. We plan to begin delivering this training in 2024.

## Employee Development:

**Actions:**

7. Commitment revised as follows: We will review training materials for barriers to accessibility once the outcome of the intended merger is determined.

Status:  
upcoming



Once complete, we can begin to implement audio versions for certain training.

Note: The original commitment was revised due to the announcement of the definitive agreement between Viterra and Bunge to merge.

### **Progress:**


On June 13, 2023, shortly after publishing our initial Accessibility Plan, an announcement was made that Viterra and Bunge had entered into a definitive agreement to merge. The merger is expected to close in mid-2024, subject to satisfaction of customary closing conditions. This announcement impacted the action we identified to make Viterra's training materials more accessible. As a result, the original action has been modified to consider the impacts of potentially integrating the training materials of both companies. The integration may either improve accessibility of the training materials or we may identify new barriers. Our overall goal, however, to make our training materials more accessible remains unchanged.

## 2.3 The built environment

Viterra has 75 facilities across Canada. Some are offices in cities, but most are grain facilities in rural parts of the country. We have created goals to make our facilities more accessible. We have prioritized our larger corporate office in Regina and grain facilities in our initial accessibility plan. These are where most of our employees work and where we interact with our customers.

The following goals have been created to reduce barriers in the built environment:

**Actions:**

<p>8. In 2023, we will establish one or more “quiet workspace” areas at our Regina office where employees can choose to work if they need a break from the open-plan office. We will consult people with disabilities in future workspace designs.</p>	<p>Status: in progress</p> 
<p>9. By the end of 2023, Viterra will review emergency evacuation processes and procedures based on the Canada Labour Code Part II and the Government of Canada’s guidelines for creating an accessible emergency response plan.</p>	<p>Status: completed</p> 
<p>10. In 2024, we will collaborate with industry partners to build an approach to consult with farmers with disabilities on their experiences at Viterra’s facilities.</p>	<p>Status: in progress</p> 
<p>11. Beginning in 2025, we will conduct an audit of Viterra’s physical spaces to identify further accessibility barriers. We will determine a schedule of inspection and maintenance of building accessibility features.</p>	<p>Status: upcoming</p> 
<p>12. We will consider accessibility in any future designs/renovations.</p>	<p>Status: completed</p> 

**Progress:**

We have completed two of the actions to reduce barriers in the built environment. First, we reviewed our emergency evacuation processes and procedures and made updates based on the Canada Labour Code Part II and the Government of Canada's guidelines for creating an accessible emergency response plan. Second, we are incorporating accessibility guidelines in the renovations taking place at our Canadian headquarters in Regina, Saskatchewan.

We are in the process of establishing "quiet workspace" areas at our Regina office where employees can choose to work if they need a break from the open-plan office. We have selected the space and are working on the IT equipment setup. This will be completed in 2024.

We have engaged with our industry partners to discuss opportunities for us to jointly consult with farmers with disabilities on their experiences at our facilities. These discussions are ongoing.

## 2.4 Information and communication technologies (ICT)

Viterra has employees and customers all over the country, and our digital tools help us do our work and connect to our customers. These include our public website ([www.viterra.ca](http://www.viterra.ca)), our customer portal (myViterra), and our intranet (OurPlace). Technology can make things more accessible, with certain features helping reduce barriers. If technology isn't built with accessibility in mind, it can create barriers.

The following goals were created to make Viterra's information and communications technology more accessible:

**Actions:**

13. Commitment revised as follows: We will evaluate and address any accessibility issues on the public website once the outcome of the intended merger is determined.

Note: The original commitment was revised due to the announcement of the definitive agreement between Viterra and Bunge to merge. The original commitment included actions to address and remove the accessibility barriers on Viterra’s public website that were identified in a recent review and having people with disabilities test our website to find any additional barriers to accessibility.

Status:  
revised



14. Commitment revised as follows: After the intended merger’s outcome is determined, we will ensure relevant IT staff have training on digital accessibility.

Note: The original commitment was revised due to the announcement of the definitive agreement between Viterra and Bunge to merge. The original commitment included actions to source and implement training on digital accessibility tools for Viterra’s website developers and ensuring that relevant IT staff have training on digital accessibility to make digital tools more accessible.

Status:  
revised



15. Commitment revised as follows: We will evaluate the company’s intranet and customer portal to

Status:  
revised



identify and address accessibility barriers once the outcome of the intended merger is determined.

Note: The original commitment was revised due to the announcement of the definitive agreement between Viterra and Bunge to merge. The original commitment included actions to involve people with disabilities in user testing of OurPlace and myViterra and conducting audits of both platforms to identify further accessibility barriers.



### **Progress:**


The intended merger between Viterra and Bunge affected the actions we identified to make Viterra’s information and communication technologies more accessible. As a result, the original actions have been revised to consider the impacts of potentially integrating the digital technologies and platforms of both companies. The integration of these digital technologies and platforms may either improve accessibility or we may uncover new barriers. Our overall goal, however, to make our information and communication technologies more accessible remains unchanged.

## 2.5 Communication, other than ICT

Sharing information with our customers and other stakeholders is part of how we support a vibrant and strong Canadian agriculture industry. Our ability to share information and knowledge with our employees is key to helping them do their best work to support our customers. We want to make sure everyone has appropriate access to the information we share so they can grow and thrive. We are already consistent with using plain language for

our public-facing communications and providing transcripts online from our internal town hall meetings. We want to build on these practices to ensure that everyone can access and understand information communicated at Viterra.

**Actions:**

16. We will continue to provide human generated captions and transcripts in videos that Viterra creates.	Status: completed 
17. Beginning in 2024, we will create and adopt a social media standard. This will ensure that there is consistent use of accessibility features, including alternative text and high contrast.	Status: completed 
18. In 2024, we will implement a consistent accessibility practice for all larger (10+ people) meetings.	Status: completed 

**Progress:**

All three of the communication actions have been completed.

The videos that Viterra produces and publishes on YouTube are captioned and several of the videos that are publicly accessible have human-generated captions. We are currently working on a contractor orientation video which will also include human generated captions. This is a practice we will continue for new videos.

We also created and implemented a social media standard to ensure that all posts are accessible. This includes using alternative text and high contrast.

Viterra’s townhall meetings are held in an accessible location and can also be joined via audio only. The meetings are transcribed and the transcript is available in PDF format on our intranet. We have also created a checklist to use for consistent accessibility practices for all larger meetings.

## 2.6 The design and delivery of programs and services

We provide unrivaled global market insight, as well as the practical tools growers need, including Viterra risk management products, market research, live pricing and proprietary technology. Our customers are diverse and so are their needs. Our services need to be accessible so that everyone can access them.

### Actions:

19. In 2024, we will develop a process for collecting information about customers who have a disability.

Status:  
in progress



20. In 2024, we will review internal tools and templates (e.g. checklists) for planning and hosting customer events. We will include accessibility considerations into these tools and templates.

Status:  
completed



21. By the end of 2024, surveys and questionnaires looking for feedback about Viterra will include questions about accessibility.

Status:  
upcoming



**Progress:**

Viterra hosts various customer events throughout the year. We acknowledge that these events, whether in-person or online, can pose numerous barriers for customers with disabilities. We have created an internal checklist for planning and hosting these events. The checklist includes accessibility considerations for venue selection, sound amplification, visual presentations, and written documents.

We are in the process of developing an approach for collecting information about customers who have a disability. This work will continue in 2024.

## 2.7 The procurement of goods, services and facilities

When accessibility is considered at the start of any process, barriers are reduced. Accessibility standards in procurement processes ensure that services and facilities are ready to use by anyone who needs them.

**Actions:**

22. Commitment revised as follows: After the intended merger's outcome is determined, we will evaluate the accessibility guidelines in our procurement practices, as applicable.

Status:  
revised



Note: The original commitment was revised due to the announcement of the definitive agreement between Viterra and Bunge to merge. The original commitment included an action to develop accessibility guidelines in Viterra’s procurement practices when working with IT vendors, as applicable.

**Progress:**

The intended merger between Viterra and Bunge resulted in the need to revise our accessibility action for the procurement of goods, services, and facilities. Once the outcome of the merger is finalized, we will evaluate the accessibility guidelines in our procurement practices.

## 2.8 Transportation

Viterra does not provide transportation services to employees or customers. No goals were created under the transportation category.

## Section 3

# Consultations

People with disabilities are an important part of Viterra’s accessibility planning. We consulted with people with disabilities throughout the process. We asked our employees with disabilities about barriers they have experienced while working at Viterra and we asked their perspectives on how we can make things more accessible.

In preparation of our 2024 Accessibility Progress Report, we consulted with our DEI Committee, which includes people with disabilities. The consultation was held virtually. Participants were invited to share their views and feedback on our 2023-2026 Accessibility Plan. They were also welcome to share barriers to accessibility that they have encountered or observed that are not captured in our Accessibility Plan.

We also consulted with people with disabilities, stakeholders, and subject matter experts on opportunities for improvement to our accommodation process. The consultation was held virtually, and the participants received a copy of the discussion topics in advance of the session. The feedback was used to improve the overall accommodation process.

## Section 4

# Feedback

Viterra has provided ways for individuals to submit feedback on its Accessibility Plan. As of the day of writing this report, Viterra has not received any feedback on our Accessibility Plan through those designated channels. We have received feedback, however, through our consultations and other employee requests.

During our consultation with the DEI committee, we received feedback on the opportunity for an additional accessible washroom on the third floor of the Regina office building. This will be included in our action to audit our physical spaces to identify accessibility barriers. We also received feedback highlighting an accessibility barrier within our digital environment. This will be included in our ICT actions.

During our consultation to identify improvements to our accommodation process, we received feedback on opportunities to:

- enhance communication with employees and managers throughout the process,
- clarify roles and responsibilities of the various parties involved in the process,
- simplify the forms to request an accommodation.

This feedback was used to make improvements to the overall accommodation process.

Lastly, a feedback request was received asking to enable the transcript function for Webex meetings. Viterra's IT team actioned this request and the Webex transcript function is now available for employees.

## Section 5

# Progress Summary and Conclusion

Canadians rely on our customers for their food, and our customers rely on us. We need to be accessible to our customers, the industry we serve and our employees so they can all do their very best work. Inclusion is part of our vision for a brighter future.

While we recognize that accessibility is an ongoing journey, we are proud of our progress to date. We put inclusion and belonging at the centre of our employer value proposition, we identified ways to improve our employment accommodation policy and process, and we established a process to provide and address feedback on accessibility. We improved some features in our built environment by incorporating accessibility guidelines in the renovations taking place at our Canadian headquarters and updating our emergency evacuation process. We formalized a social media standard to ensure there is consistent use of accessibility features and we established guidelines, tools and templates for planning and hosting larger (10+ people) employee meetings and customer events.

In 2024-2025, we will focus our efforts on sharing resources and information on disability sensitivity and accessibility in the workplace for all employees, as well as training managers on accommodations. We will establish a “quiet workspace” at our Regina office and work towards making our information and communication technologies more accessible.

We are committed to prioritizing accessibility and will keep engaging with people with disabilities to enhance our accessibility.