Sollio Agriculture

Accessibility Plan 2026-2029

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General

About Sollio Agriculture

Sollio Agriculture was created by and for local producers more than 100 years ago. The organization supports agricultural producers across Canada and shares expertise in animal production, crop production, grain marketing and digital agriculture. With a large network of retailers and facilities across Canada, Sollio Agriculture works closely with producers to help them grow, progress and prosper.

This Accessibility Plan applies to Sollio Agriculture and the subsidiaries and affiliated companies within the scope of the *Accessible Canada Act* that are identified by Sollio Agriculture for this Plan. This includes:

- Sollio Groupe Coopératif (Sollio Agriculture)
- Maizex Seeds Inc.
- Sollio Agriculture Livestock Production – Western Canada Ltd.
- Entreprise agricole AMQ S.E.C.

Our accessibility commitment

Sollio Agriculture is committed to identifying, removing and preventing barriers to accessibility. We will take practical steps to support the dignity, independence and full participation of people with disabilities. We recognize that accessibility is not limited to responding to individual requests. It also means considering accessibility early when we design employment practices, workplaces, technology, communications, procurement, programs and services.

How to provide feedback or request an alternate format

Sollio Agriculture welcomes feedback about accessibility. Your feedback can help us identify, remove, and prevent barriers for employees, customers, partners, visitors, and members of the public.

You can provide feedback about barriers you have experienced, our Accessibility Plan, our progress reports, or how we are putting the plan into action. You can also use this process to request a copy of these documents or this feedback process in an alternate format.

Feedback may be anonymous. Unless it is anonymous, we will acknowledge it in the same way it was received.

How to provide feedback

You can provide feedback by mail, telephone, or email using the contact information below. Please contact us if you need help providing feedback in another way.

Contact us

Contact: Mélanie Garant, CRIA, CIRC, Senior Director, Labour Relations, Benefits and Payroll

Telephone: 514-384-6450

Email: alliance@sollio.ag

Address: 9001 De l'Acadie Boulevard, Suite 200, Montréal, Quebec H4N 3H7

Alternate formats

You can request this feedback process, our Accessibility Plan, or our progress reports in print, large print, braille, audio, or an accessible electronic format. We will provide print, large-print, and accessible electronic formats within 15 days of receiving your request, and braille or audio formats within 45 days. Alternate formats are available at no cost.

For more information about how we receive and use feedback, please refer to our separate Accessibility Feedback Process.

Consultations

Sollio Agriculture recognizes the importance of the principle “Nothing About Us, Without Us.” People with disabilities must be meaningfully involved in identifying barriers, understanding how those barriers affect participation and shaping actions to remove and prevent them.

In August 2025, Sollio Agriculture invited employees to complete an accessibility questionnaire shared through the weekly employee newsletter. Employees could identify themselves as a person with a disability, describe barriers in the priority areas of the *Accessible Canada Act* and provide comments. The questionnaire was shared broadly, including with employees outside federal jurisdiction, and 65 responses were received.

Sollio Agriculture also consulted with a team of accessibility consultants with lived experience of disability. Their perspectives helped ensure that the development of this Plan included disability-informed input. Sollio Agriculture and its accessibility consultants also reviewed relevant documents. They met with employees and subject-matter experts responsible for the following areas:

- Human resources
- Learning and development
- Information technology
- Procurement
- Communications
- The built environment
- Programs and services

These consultations helped clarify current strengths, informal practices, resource limitations and areas where a more consistent approach is needed. Key themes included:

- Employees are generally supported when they ask for help, but accessibility requests and feedback are uncommon;
- Many practices remain informal or reactive;
- Accessibility knowledge varies; and
- Available resources and budgets may affect the pace of implementation.

These themes informed the barriers and actions in this Plan.

In 2027 and 2028, Sollio Agriculture will build on this work by reaching out to employees, customers and other people with disabilities to better understand the barriers they experience. Sollio Agriculture will also continue consulting people with disabilities when preparing annual progress reports and future updates to this Plan. We will include accessibility questions in future employee surveys and feedback activities where appropriate.

Areas described under the Act

Section 5 of the Accessible Canada Act identifies seven priority areas:

- Employment;
- The built environment;
- Information and communication technologies;
- Communication, other than information and communication technologies;
- The procurement of goods, services and facilities;
- The design and delivery of programs and services; and
- Transportation.

Each section below describes what Sollio Agriculture is doing well, the barriers identified and the actions planned for 2026-2029.

Employment

This area covers the full employee experience, including recruitment, onboarding, learning, career development, accommodations, disability-related absences, workplace support and departure from the organization.

What we are doing well

- Sollio Agriculture has an Equity, Diversity and Inclusion policy and aims to provide a safe, caring and inclusive workplace.
- Human Resources supports employees and managers when accommodation needs are raised and can seek external advice or specialized support where needed.
- Human Resources uses a centralized approach to receive and review employee accommodation requests and works with employees and managers to identify appropriate measures.
- Employees and their families have access to an Employee and Family Assistance Program, and managers can obtain confidential guidance for difficult workplace situations.
- Flexible work arrangements support work-life balance, and emergency plans include procedures for people who may need help during an evacuation.
- Learning providers collect post-training feedback and may change their approach when participants identify issues.
- Recruiting managers received “Recruiting without Discrimination” training in October 2024.

Barriers and actions

Barrier	Action
Many employees and managers have not received disability-specific accessibility training.	Deliver foundational accessibility and disability inclusion training to all employees in English and French. Integrate the training into onboarding and provide periodic refreshers. Include practical guidance on non-apparent disabilities, respectful communication, barriers and how to request or provide support.
Accommodation support is available, but the process is not consistently documented or widely understood.	Appropriate teams will review the Better Accommodation Project conducted by the Federal Government. Following this, we will review our accommodation process and communicate a clear, confidential accommodation process. Define points of contact, roles, expected steps and how privacy will be protected. Provide practical guidance for managers.
Recruitment materials and practices do not consistently explain how candidates can request	Review job postings, interview invitations, offers and onboarding materials. Add a consistent accommodation statement and accessible contact method at each stage. Provide recruiters and hiring managers with a short

Barrier	Action
accommodations.	inclusive and accessible recruitment checklist.
Limited feedback and self-identification data make it difficult to understand employment barriers.	Promote voluntary self-identification and include accessibility questions in employee surveys, onboarding and exit processes where appropriate. Explain why the information is collected and how confidentiality will be protected.
Learning content and platforms are not consistently assessed against accessibility needs.	Adopt an accessible learning checklist for internal and vendor-provided training. Address captions, transcripts, document accessibility, keyboard access, pace, multiple ways to learn and how participants can request accommodations.

The built environment

This area includes the physical spaces used by employees, visitors and service providers, such as entrances, paths of travel, stairs, work areas, washrooms, signage, lighting, acoustics, parking and emergency evacuation. It also includes accessibility considerations for remote and hybrid work.

What we are doing well

- Each site has an emergency measures plan and an emergency evacuation team.
- Emergency procedures include support for people with reduced mobility and others who may need assistance during a high-stress event.
- Floor wardens and emergency team members receive annual training, including reminders about evacuation procedures for people who need assistance.
- Sollio Agriculture considers individual workplace adjustments when a need is identified.

Barriers and actions

Barrier	Action
The accessibility of facilities varies, especially across industrial sites with stairs, level changes and operational areas. A complete organization-wide picture of barriers is not available.	Create a practical inventory of accessibility features and known barriers at federally regulated sites. Prioritize high-use routes and spaces, including entrances, parking, washrooms, meeting spaces, signage and emergency evacuation.
Limited budgets and operational constraints may delay major physical changes.	Use a risk-based process to prioritize improvements. Address lower-cost operational barriers first and integrate larger accessibility improvements into maintenance, renovation, capital planning and lease discussions.
Employees and visitors may not know how to report a physical accessibility concern or request support before visiting a site.	Publish a clear method to report built environment barriers and request site-specific accessibility information or support. Include the contact method in visitor and event information where relevant.
Emergency plans may not consistently reflect the full range of disabilities, including sensory, cognitive and non-apparent disabilities.	Review emergency planning guidance using an accessibility lens. Reinforce individualized emergency planning where needed and include accessible communication, alarm, evacuation and assistance considerations.

Information and communication technologies

This area includes websites, portals, applications, software, hardware, digital documents, learning platforms, intranet content, virtual meeting tools and assistive technologies used by employees, customers and partners.

What we are doing well

- The AgConnexion portal was designed to align with WCAG 2.0 Level AA requirements and has been tested for screen-reader compatibility and keyboard navigation within the last three years.
- Accessibility can be included as a non-functional requirement when stakeholders select digital tools and systems.
- Some learning videos include captions, users can generally adjust playback speed, and written instructions are available to support access to training.
- When an employee identifies a technology-related need, teams work to provide tools or adjustments where possible.

Barriers and actions

Barrier	Action
Digital accessibility knowledge and role-specific training are limited across IT, communications, learning and procurement roles.	Provide role-based digital accessibility training in English and French for employees who select, design, develop, configure, test, publish or purchase digital tools and content. Include practical use of WCAG, keyboard testing, screen readers, captions, accessible documents and vendor evidence.
Accessibility requirements and testing are not consistently built into digital procurement, development, updates and release processes.	Create a clear and concise digital accessibility checklist and define when accessibility requirements apply. Include accessibility criteria in requirements, vendor evaluation, acceptance testing and significant updates. Record known limitations and remediation decisions.
Sollio Agriculture does not have a public digital accessibility statement that explains accessibility features, known limitations and how to obtain help.	Create, publish and maintain a digital accessibility statement for public-facing digital technologies. Explain the organization’s approach, applicable standards, known limitations, contact methods, feedback process and alternate access options.
Accessibility Plans and Progress Reports may be difficult to find on the website.	Create a clearly labelled Accessibility page or landmark on the Sollio Agriculture website. Use it to house the current Accessibility Plan, annual Progress Reports, feedback information, alternate-format request information and the digital accessibility

Barrier	Action
	statement.
Some internal platforms, including the current LMS and intranet learning content, have not undergone a formal accessibility assessment.	Assess priority internal platforms and learning content using a phased, risk-based approach. Use findings to address practical barriers and to inform requirements for future LMS modernization or replacement.

Communication, other than information and communication technologies

This area covers how Sollio Agriculture shares information through documents, presentations, meetings, training, telephone interactions, signage and other forms of communication that do not involve information and communication technologies. Accessible communication means information is clear, understandable and available in a format people can use.

What we are doing well

- Sollio Agriculture aims to use clear and simple language in communications.
- Multiple communication channels are available for some supports, including telephone, email and online options.
- Written materials are often provided before training, and recordings or reusable materials can help people review content at their own pace.
- Employees respond to requests for alternate approaches or formats when a need is identified.

Barriers and actions

Barrier	Action
Accessible communication practices are not consistently understood or applied across documents, presentations, meetings and training.	Develop a short accessible communications guide and checklist in English and French. Cover plain language, headings, colour contrast, alt text, accessible Word and PowerPoint files, captions, meeting invitations, microphones and alternate formats.
Employees have not received broad practical training on accessible communication and disability inclusion.	Include accessible communication practices in organization-wide accessibility training. Provide role-based learning for frequent content creators, trainers and communicators.
Alternate formats are generally provided on request rather than planned, and employees may not know how to arrange them.	Document a simple process for requesting and producing alternate formats. Identify internal contacts and external suppliers and include alternate-format information on public accessibility materials.
Training and general feedback surveys do not consistently ask about accessibility.	Add a question about accessibility barriers and space for comments to relevant post-training, employee, and event surveys. Use the feedback to improve the format, pace, content, and delivery of training and communications.

The procurement of goods, services and facilities

This area covers the purchase or lease of goods, services, digital tools, equipment and facilities. Considering accessibility early can prevent new barriers and reduce the cost of later changes.

What we are doing well

- Procurement teams work with business stakeholders to identify functional and non-functional requirements for purchases.
- Accessibility considerations may be included when stakeholders identify them as relevant.
- Employees have demonstrated a willingness to adapt purchases and tools when an individual need is brought forward.

Barriers and actions

Barrier	Action
There is no organization-wide requirement or formal process to consider accessibility in procurement.	Add accessibility to procurement procedures, templates and approval steps. Require the business owner to document whether accessibility applies and, where it does, the criteria used to evaluate the purchase.
Employees involved in procurement may not know which accessibility standards, questions or evidence to use.	Provide accessible procurement training tailored to employees' roles, along with sample questions for suppliers. For digital tools and systems, request accessibility documentation and testing results rather than relying only on vendors' general statements about accessibility.
Accessibility commitments may not be carried through contracts, implementation and vendor monitoring.	Include appropriate accessibility requirements, remediation expectations and feedback responsibilities in contracts for relevant goods and services. Review accessibility during implementation and renewal.

The design and delivery of programs and services

This area covers how internal and external programs and services are planned, delivered, reviewed and improved. It includes learning programs, employee supports, customer and partner interactions, and ways people can ask for assistance.

What we are doing well

- Sollio Agriculture provides a high level of internal and external service and uses multiple channels, including in person, email, writing and telephone.
- Teams adjust programs, tools or delivery methods when needs or feedback are raised.

Barriers and actions

Barrier	Action
Accessibility is usually addressed after a request rather than being considered systematically when programs or services are created or changed.	Create a simple accessibility-by-design checklist for new or significantly changed programs and services. Include user needs, accessible formats, delivery channels, communication, feedback, accommodations and testing with people with disabilities where appropriate.
There is no consistent process for offering accessibility information and accommodations to program or service users.	Develop a standard accessibility and accommodation statement for invitations, registration forms and service information. Identify how people can request support privately and early.
People with disabilities are not consistently involved in testing or improving programs and services.	Build consultation with people with disabilities into the review of selected high-impact programs, services and learning experiences. Offer accessible and confidential ways to participate.

Transportation

This area covers transportation that Sollio Agriculture arranges or influences for employees, visitors and participants in its activities. Sollio Agriculture does not operate a public transportation service, but travel, parking and access to events can affect participation.

What we are doing well

- Many Sollio Agriculture sites provide parking close to entrances.
- Teams respond to transportation or travel-related accommodation needs when they are identified.
- Virtual options are available for many meetings and learning activities, which can reduce travel barriers.

Barriers and actions

Barrier	Action
Some parking areas are not fully accessible, and some sites are difficult to reach by public transit.	Include accessible parking, drop-off areas and routes to entrances in the site accessibility inventory. Clearly communicate known site conditions and available assistance to visitors and employees.
Accessibility may not be considered consistently when planning business travel, meetings or events.	Add accessibility questions to travel and event planning guidance. Consider accessible venues, transportation options, rest needs, service animals, support persons and remote participation.
There is limited feedback about transportation barriers.	Use the accessibility feedback process and event surveys to ask about travel, parking and transportation barriers. Use the results to update site and event information.

Conclusion

Sollio Agriculture is committed to fostering an inclusive and accessible environment for employees, customers and other stakeholders. This Accessibility Plan reflects the organization's ongoing efforts to identify, remove and prevent barriers to accessibility across its operations.

Sollio Agriculture recognizes that accessibility is an ongoing process and will continue to engage with people with disabilities, consider feedback received and work toward meaningful improvements. Through continued collaboration and regular review of its accessibility initiatives, the organization aims to create an environment where everyone has equitable opportunities to participate.

Glossary

Accessibility
How environments, services, technology, information and products are designed so that people with disabilities can use them and participate fully.

Barrier
Anything physical, architectural, technological or attitudinal, anything based on information or communications, or anything resulting from a policy or practice that hinders the full and equal participation in society of people with an impairment or functional limitation.

Disability
A physical, mental, intellectual, cognitive, learning, communication or sensory impairment, or a functional limitation, whether permanent, temporary or episodic, evident or not, that, in interaction with a barrier, hinders full and equal participation in society.

WCAG
The Web Content Accessibility Guidelines, an internationally recognized set of recommendations for making web content more accessible.