



Accessibility for Ontarians with Disabilities Act Accessibility Statement and Policy

Commitment to Persons with Disabilities

Whole Foods Market is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements as required by law and in Ontario, specifically under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

WFM has developed, and will make available upon request, this policy and a multi-year accessibility plan which outlines the actions we will put in place to improve opportunities for people with disabilities.

Training

We are committed to training staff in Ontario on the applicable accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles. Training records will be kept as a record of who has been trained and when they were trained.

Self-service kiosks

Note: Public sector organizations must incorporate accessibility features. And private and non-profit organizations must have regard for accessibility in this requirement.

We will have regard for accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We also strive to meet digital accessibility requirements for our web content in accordance with Ontario's accessibility laws.

Employment

We will notify employees, potential hires, and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We have in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account our employees' accessibility needs.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces that were constructed or redeveloped on or after January 1, 2017. Public spaces include: outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals; accessible off-street parking; accessible on-street parking; and service counters and fixed queuing lines. We will put procedures in place to mitigate service disruptions to our accessible parts of our public spaces.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

For questions about this policy or the multi-year accessibility plan, please contact us in one of the following ways: in person to Store Team Leadership at any of our Ontario stores; online via our [Contact Us](#) webpage; or via telephone by contacting our Customer Care team at 1-844-936-8255. Accessible forms of this document and the accessibility plan can be made available upon request.