



RAHR CORPORATION

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General

We have prepared a progress report in alignment with the requirements set out under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR), ensuring that our organization remains compliant with federal accessibility standards. This report provides clear and comprehensive updates on the steps our organization has taken toward implementing its accessibility plan, highlighting progress made, challenges or barriers encountered, and measures in place to improve accessibility across your programs, services, and workplace environments.

How to provide feedback

Please send your feedback to our Sr. HR Manager, Mary Melancon. You can send your feedback by email, phone or mail using the contact information listed below.

Mary Melancon
Sr. Human Resources and Employee Relations Manager
Email: mmelancon@rahr.com
Office: 952-496-7004 Ext. 1207

How to request alternate formats

Employees or visitors can use the contact information listed above 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)

- Email: mmelancon@rahr.com
- Phone: 952-496-7004 Ext. 1207
- Mail: 800 First Ave West Shakopee, MN 55379



Feedback

We gathered feedback on the implementation of our accessibility plan primarily through face-to-face interactions and safety meetings, which provided valuable insights into the experiences of individuals engaging with our organization. While we also sent out an email request for feedback and received 1–2 responses, majority of input was shared in person. This feedback, both positive and constructive, included observations on physical accessibility and communication barriers. Although the volume of written responses was limited, the recurring themes identified through verbal feedback have been grouped and considered in our ongoing efforts to address accessibility challenges and improve our services.

- We received 1 feedback submission via email for a request to post notices informing employees and guests that assistance is available if needed.
- We heard multiple comments from leaders saying that while there's an overall commitment to accessibility, some managers seem unsure how to respond to specific accommodation needs. More training would help ensure consistent and confident support across the organization
- We received feedback from an employee with hearing aids that they have trouble hearing their radios. We are working with our IT department to utilize Bluetooth through the hearing aids. We also have the ability to order earmuffs as an alternative option.
- We've heard from employees in our malhousers that the fire alarms need to be visual as well and loud as they don't always hear it due to equipment operating.

All received feedback is taken seriously and we are using it to guide improvements in our accessibility efforts. In response to the request for more accessibility training for managers, we are exploring options to provide targeted training sessions focused on disability awareness, inclusive communication, and accommodation procedures. Regarding the concern about fire alarms, our site and safety leaders are reviewing our emergency alert systems and have scheduled replacements, adding visual alarms (such as flashing lights) to ensure safety for individuals who are deaf or hard of hearing. To address the lack of signage at entrances, we are in the process of designing and installing clear, visible signs that indicate how and where individuals can request assistance related to accessibility needs. These actions reflect our commitment to creating a more inclusive and responsive environment for everyone who interacts with our organization.

- One of the key lessons learned during the implementation of our accessibility plan is the importance of prioritizing barriers that pose safety risks or significantly affect access. While we recognize the need for designated accessible parking, we have encountered challenges in moving forward due to the associated costs. In many cases, accessible



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parking must be paired with features such as automatic doors to meet accessibility standards, and the installation of these elements requires significant investment. These budgetary and logistical constraints mean that additional time and planning are needed to address this barrier properly. We remain committed to improving accessibility and are actively exploring phased approaches or funding opportunities to help implement these changes in a sustainable way.

- Training - updates and information on accessibility and disability training for your employees, such as the topics covered by courses, the participation rates, and how the training is contributing to making your organization's policies, programs, practices, and services more accessible.

Consultations

In preparing this progress report, our organization invited feedback from persons with disabilities to help assess the implementation of our accessibility plan. While we received one response via email, no additional concerns were raised directly by employees or guests. We remain committed to maintaining open channels for feedback. Additionally, our safety committee occasionally raises general accessibility-related concerns, which we review and incorporate into our implementation process as appropriate. This ongoing input helps us identify areas for improvement and ensure accessibility remains a key consideration in our operations.

To prepare this progress report, we offered consultations to persons with disabilities through in-person meetings and email. However, no one came forward with feedback. Despite this, we remain committed to ensuring accessibility and will continue to encourage input in the future

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

☒ Survey(s) (online / print)

☒ Discussion groups (online / in-person)

☒ Other (*specify*): _____ Email/In person _____

- Dates / time periods of consultations: Friday, May 17, 2024, 10:32 AM, Tuesday May 5, 2025, and Safety Meetings every other Thursday at 10:00AM.
- Locations of our consultations (if in-person): Alix, Alberta site. Employee came forward stating he was having trouble hearing his radio due to his hearing aids.
- We asked participants the following questions: Is there any immediate changes we could implement that would make the facility more accessible to you given your condition? We discussed timelines for training and or benchmarks for removing barriers.



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Accessibility: We made our consultations accessible by offering multiple formats, including email correspondence and optional in-person meetings. Closed captioning was made available via Teams platform for online meetings.

Who we consulted:

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

☒ Individuals with disabilities

**To protect individuals' privacy, do not list the names of individuals who participated in your consultations unless they participated as "experts".*

☐ 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

List the names of the experts _____

- Total number of participants (not including members of our organization): 2
- Number of participants with disabilities: 2
- Types of disabilities represented: mobility, hearing concerns
_____.

Areas in [section 5 of the Accessible Canada Act \(ACA\)](#)

Employment

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

Barrier 1: Leaders are not as educated as they could be on accessibility, and we don't require any training on accessibility

Progress Update: We required all managers and HR staff to take this training within 1 year of publishing our accessibility plan. The training explains the need to provide employees with disabilities with equal opportunities to advance in their careers.

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Etc.

The built environment

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

Barrier 1: Our fire alarms at Gambrinus don't have visual warnings (flashing lights) to alert Deaf persons of a fire.

Progress Update: We are working with Classic Fire and Safety to install fire alarms in malthouse 1 and 2 with flashing lights within 1 year of publishing our accessibility plan.

Etc.

Information and communication technologies

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

Barrier 1: Litmos training videos were missing captions and audio descriptions or transcripts.

Progress Update: Within 6 months of publishing our accessibility plan we adjusted our Litmos training videos and electronic meetings to allow for closed captioning availability.

Etc.

Communication, other than information and communication technologies

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

Barrier 1: Some front-line staff lack the necessary training to effectively support customers or potential fellow employees with communication disabilities, leading to inconsistent service experiences and potential accessibility gaps.

Progress Update: One year after implementing our accessibility plan, we adjusted our onboarding and annual training to ensure accessibility training is provided to all front-line staff who have not yet received instruction on serving clients with communication disabilities.

Etc.

The procurement of goods, services and facilities

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



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Barrier 1: Our facilities currently lack signage that provides information or resources for individuals with disabilities who visit the property.

Progress Update: One year after publishing our accessibility plan, we developed and installed accessibility signage to provide visitors with onsite resources and support.

The design and delivery of programs and services

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

Barrier 1: We don't always consider accessibility when developing new programs and services.

Progress Update: One year after implementing our accessibility plan, we have begun integrating accessibility considerations into our safety program and property development by consulting relevant guidelines and involving staff in awareness training.

Etc.

Transportation

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

Barrier 1: Our Gambrinus facility currently does not offer designated accessible parking spaces for visitors with disabilities.

Progress Update: One year after implementing our accessibility plan, we began actively developing a plan to add designated accessible parking spaces to our facility, in compliance with regulatory accessibility requirements and while meeting the budgetary requirements of our company. We expect by our next progress update; we will have made changes.

Conclusion

We understand that accessibility is a broad and sometimes personal topic, and we appreciate any insights provided, whether they are detailed suggestions or general comments. All feedback will remain confidential and will be used solely to enhance our accessibility initiatives.

We acknowledged the receipt of feedback through a personal reply, thanking participants for their input and explaining the next steps in the consultation process. We will continue to conduct inclusive and thorough consultations to ensure our programs, services, and facilities meet the accessibility standards required by the ACA.

Accessible Canada Act Progress Report