



Feeding the world

OLYMEL CORPORATE SOCIAL RESPONSIBILITY REPORT





A PLACE FOR WORKING, LIVING AND RECOGNITION

Creating engaging workplaces and thriving communities

Every company must be able to count on its employees' commitment to provide consumers with high-quality products. Olymel strives to create workplaces that are both safe and inclusive by considering the well-being and satisfaction of its employees as the foundation for its success.

Olymel is also committed to contributing to the prosperity of the local communities it operates in across Canada. It does this every day as an employer of choice, but also as a responsible corporate citizen. As such, it supports various initiatives to improve quality of life in its communities, including supporting food banks and inviting its employees to volunteer in their communities.

• COVID-19 response

During this extraordinary pandemic period, Olymel has made considerable efforts to ensure the safety and well-being of its employees.

• Staff engagement

Labour shortages are putting unprecedented pressure on recruiting staff. Olymel is constantly improving and adapting its human resources management practices and programs to recruit, motivate and retain its employees while also offering stable jobs and excellent career opportunities.

• Health and safety

Employee health and safety is a priority for Olymel. It ensures that the laws and regulations currently in force are followed and offers a host of resources and tools to prevent accidents and occupational illnesses.

• Diversity and inclusion

In light of the diversity represented in the labour market, Olymel is committed to ensuring that the people working in its facilities are welcomed in an open space free from any form of harassment or discrimination based on race, religious beliefs or sexual orientation.

• Support for communities

Olymel's philanthropy and social commitment program makes food security for Canadians in need its main focus and is in keeping with its mission of "Feeding the World."



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• COVID-19 RESPONSE

In 2020, Olymel developed and implemented a program of measures in line with the Institut national de santé publique du Québec (INSPQ) recommendations for the slaughterhouse and food processing industry. Here a few highlights from this program:

- As soon as the pandemic began, Olymel recruited a medical consultant to provide guidance for measures to implement, created a pandemic management unit and developed an information guide for management personnel. In the months that followed, the company regularly updated employees, hired supervisory staff to enforce physical distancing rules and ran audits to verify how effective the implemented measures were.
- To manage symptomatic cases, many multilingual messages (bulletins, notices, posters, etc.) were made about COVID-19 symptoms and the ban on coming on-site with these symptoms. Workers and visitors are also assessed when they came to the facilities.
- When an employee reports symptoms, an epidemiological investigation is started and employees who have been in close contact with them are removed as a precautionary measure pending test results.
- Information and equipment, like hand sanitizer dispensers, help promote hand hygiene and respiratory etiquette.
- Work-from-home for all staff whose tasks allow for it, the suspension of visits between establishments, and using videoconferencing has helped reduce contacts and infection risks. In the workplace, changes in worker movement (shift transfers, break schedules, etc.) to avoid paths crossing, reconfigured common areas, workstation layout to maintain physical distancing, installing physical barriers where necessary, and requiring a medical mask if minimum distances can't be maintained (which is less than 20% of the workstations) are ways of ensuring physical requirements are being followed.
- A disinfection protocol for cafeterias, dining rooms and common areas was implemented, in addition to the sanitation processes that were already in place in many facilities. All staff clothing and protective equipment is also washed daily or changed as needed.
- Awareness campaigns are used to promote vaccination, as is a \$25 per dose incentive and internal lotteries for fully vaccinated staff.

• STAFF ENGAGEMENT

Labour shortages are putting unprecedented pressure on recruiting staff. Olymel is constantly improving and adapting its human resources management practices and programs to recruit, motivate and retain its employees while also offering stable jobs and excellent career opportunities.

The agri-food industry is a stimulating environment that is constantly reshaping itself to keep up with consumer trends and high food production standards to meet the needs of the domestic and export markets. Demographic factors like an aging population, retirements and job candidate scarcity in regions where many of Olymel's facilities are located have made staff recruitment a major growth issue in recent years. The processing sector is an essential link in the food chain; it offers stable jobs and career opportunities that are rarely found elsewhere. Olymel also offers competitive compensation, excellent benefits and support through every career development stage to engage its employees.

Working conditions

Olymel ensures that its employees benefit from extremely favourable working conditions, including a competitive compensation program, a group insurance plan, an employee assistance program (EAP), deep discounts on products, and social and family activities that strengthen bonds between team members. In addition to having access to a wide variety of jobs and a skills development program, employees can take advantage of exciting career opportunities within the company and its subsidiaries.

Retention master plan

To better meet expectations from its workforce, Olymel ran Kaizen workshops in some of its facilities to identify irritants and problems that could affect employee retention. These workshops helped identify key factors that promote workforce engagement and retention. These factors were outlined in the June 2021 master plan to retain facility labour. Based on this master plan,

each facility must develop an action plan proposing concrete and sustainable solutions to improve the identified key factors, such as:

- Clear definition for roles and responsibilities.
- Proper coaching and mentoring for new employees.
- Gradual integration into the workplace when just starting or returning to work.
- Recognizing achievements.
- Preventing conflict.

Professional development program

Olymel is constantly improving its development programs for managers, technical staff and worker to help them improve skills and knowledge, so they can reach their professional goals. In 2020, to better structure the training approach, make access to resources easier and create a culture of leadership, the entire training offering was put into the Continuum program, which offers four paths tailored to employees' needs. Three paths focus on developing management and leadership skills depending on the candidate's position, while the fourth path features a set of flexible courses focused on developing technical or professional skills.

Recognition program

Since 2008, the STAR program has been recognizing employees' years of service through unique and personalized initiatives. After one and three years, and then every five years, employees receive a diploma listing two qualities they are appreciated for. In the STAR program, the Quarter Century Club celebrates staff members with more than 25 years of service.



COMMUNITY

• HEALTH AND SAFETY

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OHS committees

OHS committees ensure that work in offices, distribution centres and plants is done in a safe and productive environment. Committee members work on, among other things:

- Teaching knowledge and skills required to perform the job safely.
- Making sure employees have the materials and equipment to do their jobs safely.
- Ensuring employees use the provided protective equipment properly.
- Identifying risk management measures at the site.

This committee also raises employee awareness of dangers in their work environment and encourages them to adopt safe behaviours through messaging, training and signage.

Integrated risk management (AGIR) program

In 2015, Olymel implemented a systematic, ongoing and proactive approach to manage risks at the source in order to identify ways to mitigate them and to train employees. As part of the AGIR program, supervisors regularly tour workstations to identify situations that may present a hazard or risk to workers, determine risk levels and suggest mitigation measures. This approach makes it possible to highlight certain general issues, such as equipment lockout or forklift driving, and to implement the required actions to prevent an incident event from occurring.

Ergonomics program

This program, which is currently underway in six of the company's facilities, is designed to identify and control ergonomic risks and train and support those who will implement the corrective measures.

Quarterly OHS management meetings

Every three months, management in each facility meets to discuss occupational health and safety issues. During these meetings, participants also ensure that critical programs are being implemented and that the action plans put forward are progressing.

Privacy and personal information protection

The rapid digitalization of the economy and businesses has led to an exponential growth in data volumes and related traffic, raising many security and confidentiality issues. Olymel has developed an information governance policy for its directors, officers, employees, consultants and contractors to ensure the company's data and employee information is soundly managed and protected. In addition to promoting best practices in data creation, retention, storage, archiving and destruction, this accountability framework aims to ensure that all private, personal and confidential information remains confidential and secure and to manage risk and security associated with digital information. This policy complies with the legal and regulatory requirements in force for data retention and destruction in each province in Canada.



• DIVERSITY AND INCLUSION

In light of the diversity represented in the labour market, Olymel is committed to ensuring that the people working in its facilities are welcomed in an open space free from any form of harassment or discrimination based on race, religious beliefs or sexual orientation.

Worker onboarding and integration process

Since Olymel is seeing strong organizational growth and a considerable number of retirements, the company must prepare to welcome new workers from increasingly diverse backgrounds. It has enlisted the help of professionals to guide its actions to welcome and integrate these workers with an eye toward inclusion. Awareness, communication and training activities have been organized in the facilities for managers, supervisors, trainers, unions and employees to make welcoming new employees smoother, particularly in workplaces that were previously more homogeneous.

Integration and retention advisors

Olymel has created integration and retention advisor positions in most of its facilities to oversee and monitor the onboarding and integration process for all new employees, regardless of their backgrounds. In addition to scheduling and organizing all the activities required for welcoming and integrating workers, the advisors must foster an inclusive culture by raising awareness, training and advising the stakeholders affected by the arrival of new employees.

Welcoming foreign workers

Due to the labour shortage, Olymel is carrying out extensive international recruiting initiatives, hiring temporary foreign workers every year in compliance with active government

programs in Canada. Olymel helps such workers better integrate into the company, but also into the host community by doing the following:

- Acting as a liaison between municipal and regional authorities to raise community awareness of foreign workers arriving in their communities.
- Checking if suitable, affordable and properly furnished housing is available.
- Planning travel between home and work.
- Partnerships with local newcomers' organizations.
- Training supervisors on the harassment/discrimination intervention protocols.
- Familiarization week in the host community (administrative paperwork, shopping for groceries and essentials, opening a bank account, apartment maintenance, good neighbourly practices, etc.).
- Following up regularly with internal integration advisors and external partners.
- Providing legal and administrative support for permanent residence applications.

Policy on harassment, sexual harassment, discrimination and violence in the workplace

Olymel, through this policy, is recognizing the right of its employees to work in a workplace free of harassment, sexual harassment, discrimination and workplace violence. It is committed to promptly investigating any incident, handling complaints fairly, implementing proper corrective measures and supporting victims. The policy sets out the roles and responsibilities for everyone to create a healthy workplace, outlines the procedure for reporting an incident, and forbids any form of retaliation.

Civility, diversity and inclusion policy

For a healthy, safe, respectful and harmonious workplace, Olymel is currently working with the Institut de recherche sur l'intégration professionnelle des immigrants (IRIPI) to draft a policy to promote civility and prevent all forms of harassment in the workplace. This policy will establish guidelines to safeguard respect for individuals' dignity, physical and psychological integrity and will encourage all workers to adopt attitudes and behaviours based on respect, collaboration, consideration, courtesy and good manners. It will also describe the process for handling complaints in situations where this policy has been breached.

COMMUNITY

• SUPPORT FOR COMMUNITIES

Olymel's philanthropy and social commitment program makes food security for Canadians in need its main focus and is in keeping with its mission of "Feeding the World."

Economic vitality

Olymel has a strong presence in dozens of regions in Quebec and facilities in Ontario, Alberta, New Brunswick and Saskatchewan, and it contributes to the vitality of the many communities it operates in as an employer. Since it was founded in 1991, Olymel expanded quickly with a growth of 30% in employees from 2016 to 2021. The company also stood

out in the Prix Créateurs d'emplois du Québec by winning the Grand Prix Créateur d'emplois et de prospérité du Québec in 2018 and 2019. This award celebrates the creation, retention and exceptional growth of quality jobs from a sustainable development perspective.

Charitable causes

Olymel has always urged its employees and management to get actively involved in their communities, to give back to those in need and to support certain causes. The company also regularly answers calls from its clients to contribute to causes that are important to them. Contributions take the form of cash donations, food donations, volunteer work and participation in fundraising events.

Food security

In late 2016, Olymel developed its first strategy to set up a structured donation program to maximize the company's charitable efforts. Driven by the company's food security values and goals, the Giving Back Together program focuses on supporting national and local food banks and the La Table des Chefs organization. Olymel donates money, products and services to them, thanks to enthusiastic support from its employees. Every year, employees hold fundraising events and volunteer their time at food banks or community organizations across Canada.

