



ST. DAVID'S HYDROPONICS LTD.

Multi Year Accessibility Policies & Statement of Commitment

Revised Aug 16, 2023

Our Commitment

St. David's Hydroponics Ltd strives at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities, and continues to work at removing and preventing barriers to accessibility in a timely manner. We are committed to giving people with disabilities equal opportunity to access our goods and services, and allowing them to benefit from the same services, in the same place and in a similar way as other employees, applicants and customers under the Accessibility for Ontarians with Disabilities Act 2005 and the Ontario Human Rights Code. This multi year plan will be reviewed and updated at least once every 5 years or as required.

Our Accessibility Policies

Section One: Past Achievements to Remove and Prevent Barriers

Our doorways are wide to provide wheelchair access throughout our office area. Our office area parking lot is paved for easy access. Our greenhouses are not open to the public due to food safety guidelines. We have trained our employees on how to accommodate customers or staff with disabilities, and will provide assistance as the need arises.

We have created a safety video in English & Spanish to provide an alternative means of communication.

Customer service

St. David's Hydroponics Ltd has an ongoing commitment to remove any barriers for people with disabilities under the Accessibility for Ontarians with Disabilities Act, 2005. Our office staff have been trained to assist in welcoming customers/staff with disabilities, should they require assistance in assessing our goods and services or facilities. We are continuously improving our website and welcome any feedback through our website, telephone, letter or email on any ways to improve our customer service. Our greenhouse is not open to the public, due to food safety guidelines.

Information and Communication

Our Company Health and Safety bulletin boards are in high traffic areas where any necessary policies or notices are posted for all Employees. If a future employee with a disability requests to receive this information in an alternate means, it will be provided to them in a timely manner.

Employment

St. David's Hydroponics Ltd will assist people with disabilities to apply for employment throughout the hiring process. We have a return-to-work policy in place for staff members that have been absent and will accommodate them with modified work upon return if required.

Training

During the hiring process all staff are given our company policies to read, and they are required to return a signed confirmation that they understand these policies, which is kept on file. Staff will be trained during the hiring process on assisting a person with a disability in an emergency. We will continue to review our training annually.

Our Accessibility Plan

Section Two: Strategies and Actions

St. David's Hydroponics Ltd is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act and will continually review our policies to prevent any barriers to people with disabilities. Any future expansion will incorporate accessibility features for people with disabilities where possible and required by law.

Customer Service

St. David's Hydroponics Ltd. will continue to provide accessible customer service to people with disabilities by communicating with them in the method of communication that works for them.

Information and Communications

St. David's Hydroponics Ltd. will continue to update our website on an ongoing basis in order to make sure we comply with the Accessibility for Ontarians with Disabilities Act. We welcome any feedback about our customer service via our website, letter, phone or email. We have installed an accessibility widget on our website to further assist people with disabilities.

Our current company policies are posted on our Health and Safety boards in high traffic areas accessible to all staff members.

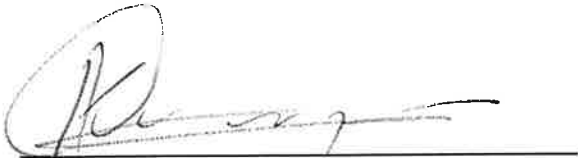
This Multi Year Accessibility Policy is posted on our company website.

Our Employment Emergency Response Plan is posted on all our Health and Safety Boards located in high traffic areas for access by all employees. A copy is also kept in our Health and Safety binder. It will be updated as required. Other means of communication will be used to ensure all employees are trained for an emergency evacuation. We have staff members that are certified in First -Aid and CPR training as required.

Employment & Training

St. David's Hydroponics Ltd. will continue to advertise for new recruits including the following statement: If you require accommodation in order to participate in the recruitment process, please contact us at 905-988-5636 X 233 or through our website www.stdavidshydroponics.com and we will be pleased to assist you. We will accommodate any future employees with a disability with any assistance they require, along with training employees that will work directly with these employees as to their needs.

St. David's Hydroponics Ltd. will continually provide training to our employees to ensure we meet the requirements of Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights code.



Toine Van der Knaap
Vice President and General Manager

Date: Aug 16, 2023

