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## WOODGROVE ACCESSIBILITY STANDARD POLICY

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## CONTROL VERSION

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## 1 PURPOSE

This policy is to govern how Woodgrove Technologies services are provided with respect to the Integrated Accessibility Standard, the Company has developed this policy to achieve greater accessibility to meet its obligations under Integrated Accessibility Standard.

## 2 STATEMENT OF COMMITMENT

Woodgrove is committed to treating all people in a way that allows them to maintain their dignity and independence. Our Company believes in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Woodgrove is committed to providing our services, programs, goods, and facilities to persons with disabilities in a manner that:

- Is free from discrimination.
- Seeks to provide integrated services.
- Is in an accessible format, and
- Takes into consideration a person's disability.

Woodgrove relies on all of its employees, managers and the third parties (e.g., Contractors) to assist with maximizing accessibility within the Company by:

- Identifying potential barriers and proposing ways to remove them.
- Participating in training
- Learning how to interact with persons with disabilities, including those who require the use of a support person or service animal.
- Learning how to use existing accessibility devices.
- Employment

## 3 ACCESSIBILITY ADVISORY COMMITTEE

Woodgrove has established an Accessibility Advisory Committee which will coordinate the implementation of AODA accessibility standards, in conjunction with managers, supervisors and employees. The Accessibility Advisory Committee will prepare accessibility reports, facilitate access for persons with disabilities to the building or premises, and address all other matters to comply with AODA standards.

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The Accessibility Advisory Committee is made up of representatives of the following departments:

- Occupational Health and Safety team
- Human Resource Department

The Accessibility Advisory Committee will:

- Familiarize itself with all the relevant legislation, regulations, and accessibility standards established under the AODA.
- Meet on a quarterly basis to consider new and existing accessibility issues and develop a plan for removing barriers and ensuring compliance.
- Review the Company’s accessibility policies regularly, but at least once every calendar year, and
- Be consulted whenever Woodgrove modifies or develops new policies which might affect accessibility issues or create barriers to persons with disabilities.

## 4 ACCESSIBILITY PLAN

Woodgrove will establish a Multi-Year Accessibility Plan that outlines our strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standard. The plan will be reviewed and, if required updated once every five years. The plan will be posted on our website and be available in an accessible format upon request.

## 5 INFORMATION AND COMMUNICATION

Woodgrove is committed to making company information and communications accessible to persons with disabilities. Woodgrove will incorporate new accessibility requirements under the information and communication standards to ensure that its information and communications systems and platforms are accessible and are provided, upon request, in accessible formats that meet the needs of persons with disabilities.

### 5.1 FEEDBACK, ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

The company values its customers and has feedback process in place to receive customers input. To make our feedback process more accessible to people with disabilities we will provide accessible formats and communication supports upon request.

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## 5.2 ACCESSIBLE WEBSITES AND WEB CONTENT

Woodgrove recognize the importance of website accessibility. Unless it is practical, we will incorporate the web accessibility features from the Web Content Accessibility Guidelines (WCAG)

## 6 TRAINING

In accordance with the AODA, Woodgrove will provide training to

- All Employees
  - Training will consist of training on the requirements under the Integrated Accessibility Standards as it relates to their job function.
- All persons who participate in developing our policies
  - Training on the parts of the Ontario Human Rights Code that pertain to people with disabilities.
- All other person who provides goods, services, or facilities on behalf of the company.

The training will be appropriate to the duties of the person being trained and will be provide as soon as practical. A record will be kept of the dates of the training and the number of individuals trained.

Training will be provided ongoing basis when changes are made to our Integrated Accessibility Standards

## 7 ACCESSIBILITY POLICY

Woodgrove will develop, implement, and maintain any other accessibility policies, plans or procedures and take all other measures as required by the AODA or any of the regulations or accessibility standards.

## 8 ACCESSIBLE EMERGENCY INFORMATION

Currently Woodgrove does not prepare emergency procedure, plans or public safety information that is available to the public. If the Company prepares public emergency information at a future date, we will ensure that it is provide to a person with a disability in an accessible format upon request.

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## 9 COMPLIANCE AND ENFORCEMENT

Woodgrove is committed to ensuring its compliance with all AODA requirements applicable to Woodgrove.

We will train our employees, managers, third party (e.g., Contractors) and other staff on accessibility as it relates to their specific roles.

We will modify or remove any existing Woodgrove policies that do not respect and promote the dignity and independence of people with disabilities.

## 10 SELF SERVICE KIOSKS

Currently, the Company does not have Self-Service kiosks. However, if the Company decides to design, procure, or acquire Self-Service kiosks at a future date, accessibility for people with disabilities will be addressed.

## 11 EMPLOYEMENT

Woodgrove is committed to fair and accessible employment practices across all stages of the employment cycle. Woodgrove will take the necessary steps to meet the requirements relating to recruitment, individual accommodation plans and return to work process and performance management and career development.

## 12 NOTIFICATION OF POLICIES

The Company will inform employees of all company policies that support employees with disabilities, including policies on the provision of Job accommodations that consider an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practical after they begin their employment. Employees will be provided with updated information whenever there is a change to policies pertaining to the provision of job accommodations for employees with disabilities.

## 13 ACCESSIBLE FORMATS AND COMMUNICATION SUPPORT FOR EMPLOYEES

When requested, the Company will provide accessible formats and communication supports to an employee with a disability for information that is needed to perform the employee's job and

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information that is generally available to employees in the workplace. The appropriate format or communication support will be selected after consultation with the employee making the request.

## 14 INDIVIDUALIZED WORKPLACE EMERGENCY RESPONSE INFORMATION

Individualized workplace emergency response information will be prepared for employees with disabilities where the disability is such that the individualized information is necessary, and the Company is aware of the need for accommodation due to the employee's disability. Individualized workplace emergency response information will be prepared as soon as practical after the Company becomes aware of the need for accommodation due to the employee's disability. With the employee's consent, a person will be designated to help where necessary. An employee's individualized workplace emergency response plan will be reviewed:

- when the employee moves to a different location.
- when the employee's overall accommodations need, or plans are reviewed; and
- when our general emergency response policies are reviewed.

## 15 RETURN TO WORK PROCESS

The Company's return to work process outlines the steps to facilitate the return to work of employees who were absent from work due to disability and incorporates the individualized accommodation plan in the process.

This process will not replace or override any other return to work process created by or under another statute. If an employee has an illness or injury that is covered under the return-to-work process in the Workplace Safety and Insurance Act, then that process will govern.

## 16 DESIGN OF PUBLIC SPACES

The Company will comply with the requirements under the Design of Public Spaces Standard when building or making major modifications to public spaces. Procedures will be developed for preventative and emergency maintenance of the accessible elements that are put in place in compliance with the Design of Public Spaces Standard.

## 17 CUSTOMER SERVICE POLICY

Woodgrove Technologies (the Company) is committed to excellence in servicing all customers including people with disabilities.

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## 17.1 ASSISTIVE DEVICES

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by our customers with disabilities while accessing our goods and services.

## 17.2 COMMUNICATION

The Company will communicate with people with disabilities in a way that will take into account their disability.

## 17.3 SERVICE ANIMALS

The Company welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

## 17.4 SUPPORT PERSON

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## 17.5 NOTICE OF TEMPORARY DISRUPTION

The Company will notify customers promptly in the event of a planned or unexpected disruption to services or facilities for customers with disabilities. A notice will be posted and include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services.

The notice will be placed at the affected location.

## 17.6 TRAINING

The Company will provide training to employees, and others who deal with the public or other third parties. Training will also be provided to people involved in the development of policies, plans, practices, and procedures related to the provision of Woodgrove services.

## 17.7 NOTICE OF AVAILABILITY

The Company will notify the public that our policies are available upon request.

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## 17.8 MODIFICATION TO POLICIES

Any Company policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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