

 <p>MAKING <i>Life</i> BETTER</p>	<h2>ACCESSIBILITY POLICY</h2>	Version	1.0
		Revision Date	June 22, 2021
		Effective Date:	September 1, 2019
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PURPOSE

The Green Organic Dutchman Holdings Ltd. (the “**Company**” or “**TGOD**”) is committed to complying with both the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”), including serving all customers consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

The AODA is a law in Ontario with the purpose of developing, implementing and mandating accessibility standards to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. Under the AODA, Ontario Regulation 429/07, entitled “*Accessibilities Standards for Customer Service*”, establishes accessibility standards specific to customer service for persons or organizations that provide goods and services to member of the public or other third parties.

SCOPE

This Accessibility for Ontarians with Disabilities Policy (the “**Policy**”) applies to all employees of the Company in Ontario, including employees of the Company’s subsidiaries, and to TGOD customers and third-party contractors.

STATEMENT OF POLICY

- 1.1 The Company will strive to ensure that its policies, practices, and procedures are consistent with the core principles as outlined in the AODA.

SPECIFIC EXPECTATIONS

2.1 **Dignity and Independence**

- a) TGOD is committed to providing products and services to customers with disabilities in a manner that respects their dignity and independence.

2.2 **Integration**

- a) Whenever possible, TGOD will serve customers with disabilities in the same place and in the same or similar manner as any other customer unless an alternate measure is necessary, in which case TGOD will endeavor to provide products or services in another way that considers the customer’s specific individual needs.

2.3 **Equal Opportunity**

- a) TGOD will provide products and services to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to other customers.

2.4 **Communications and Training**

- a) When communicating with a person with a disability, the Company will do so in a manner that considers that person's specific disability and needs. Company employees, agents and contractors will consider how a customer's disability may affect the way in which they express, receive or process communications and, where possible, they will ask the customer how to best communicate with them.
- b) TGOD is committed to providing training on customer service to its employees who deal with the public or other third parties on the Company's behalf. This training will include how to interact and communicate with persons with various types of disabilities.
- c) TGOD shall provide all employees who deal with the public or other third parties, and employees who are involved in developing the Company's policies, procedures and practices, with training regarding the purpose of the AODA and the requirements of the *Accessibility Standards for Customer Service*, including the purpose of the AODA, the Company's policies related to customer service, how to interact with people with various disabilities, how to interact with people who have assistive devices or service animals or support person, and what to do if a person with a disability is having difficulty in accessing the Company's products or services. The Company will keep records of such training in accordance with its Record Retention Policy.

2.5 **Assistive Devices and Service Animals**

- a) Personal assistive devices will be welcome on all TGOD premises open to the public, and TGOD will train its applicable employees on the use of various assistive devices. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.
- b) Persons with a disability who are accompanied by a service animal may access premises owned and operated by the Company provided the public has access to such premises and the service animal is not otherwise excluded by law. If a service animal is excluded by law, the Company will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to TGOD's services.
- c) If it is not readily apparent that an animal is a service animal, a Company employee may ask the person with the service animal to provide verification of the animal's duty. TGOD may require a letter from a physician or nurse confirming that the person requires the animal for reason related to the disability; a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school. The use, safety and clean-up of the service animal is the responsibility of the person with a disability.

2.6 Support Persons

- a) The Company welcomes customers who are accompanied by, or assisted by, a support person, when the support person has been hired or chosen by the person with a disability to accompany or assist them in order to assist in accessing products or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.
- b) Customers who are accompanied or assisted by a support person are encouraged to inform relevant TGOD persons of their participation to Company employees to best facilitate communications with all parties involved.
- c) Support persons shall be permitted entry to all Company facilities that are open to the public. Where there are admission fees for an event organized by TGOD, persons with a disability shall be expected to pay the same fee as other attendees, but no admission fee shall be charged to their support person.

2.7 Notice of Disruption of Services

- a) In the event of a planned or unexpected service disruption for customers with disabilities, TGOD will provide notice of the disruption through appropriate information channels. Such channels include, but are not limited to, physical postings, and/or communication via the TGOD website, email, or by recorded phone message. The notices will explain the reason for and anticipated length of the disruption and indicate whether there are any available alternative options.

2.8 Accessible Formats and Communication Supports

- a) All documents required by the *Accessibility Standards for Customer Service* will be made available upon request. When providing these documents to a person with a disability, TGOD will endeavor to provide the document, or the information contained in the document, in a format that takes the person's disability into account at no additional cost to them.

2.9 Accessible Websites and Web Content

- a) Our internet websites and web content controlled either directly by the Government of Ontario or through a contractual relationship that allows us to modify the product, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, and at a level A according to the schedule set out in the AODA Integrated Accessibility Standards.

2.10 Feedback Process

- a) Feedback about the delivery of goods or services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing or by email or any other communication technology as required. TGOD will make best efforts to provide a response in the same format in which the feedback was received.

b) Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. In any event, the Company is committed to providing a response within 21 working days.

c) Feedback may be provided directly to:

The Green Organic Dutchman
Customer Care
6205 Airport Road, Suite 301, Building A
Mississauga, ON
L4V 1E3
Telephone: 1-888-603-TGOD
Email: care@tgod.ca

2.11 Additional Information

a) For more information on the AODA Customer Service Standards, please contact:

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario)
Toll-free: 1-866-515-2025
TTY: 416-325-3408 / Toll-free: 1-800-268-7095
Fax: 416-325-3407

Or, visit the following websites: www.AccessON.ca and www.mcass.gov.on.ca (click on "Accessibility for Ontarians with Disabilities")

MODIFICATIONS TO POLICIES

3.1 Any policies of the Company that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed. Employees who become aware of any violation or potential of this Policy must immediately report such violation to their immediate supervisor, HR, Legal or Compliance.