

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (“AODA”)

Statement of Commitment to Accessibility

Revised: October 2020

Orchard International Inc (“Orchard”) is committed to ensuring equal access and participation for people with disabilities by removing and preventing barriers to accessibility. We support the provisions of the Accessibility for Ontarians with Disabilities Act (“AODA”) and Ontario Human Rights Code (“Code”), and are dedicated to achieving accessibility with respect to Customer Service, Information and Communication, and Employment within our organization.

The policy applies to all Orchard’s employees, customers, visitors and other stakeholders identified in the AODA Regulations.

Accessible Customer Service, Information and Communications

Orchard is committed to excellence in serving all customers including people with disabilities. We strive at all times to provide services that are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities to ensure they are able to obtain goods and services provided by the company.

We will communicate with people with disabilities in ways that take into account their disability. Where required, Orchard will consult with the individual to understand their specific needs, and then make all reasonable efforts to meet those individual needs in a timely manner.

Upon request, we will provide information about our organization and its goods and services in accessible formats or with communication supports.

We will also meet Web Content Accessibility Guidelines in accordance with Ontario’s accessibility laws.

Accessible Employment

Orchard is committed to creating an employment environment and practices accessible to potential and current staff members with disabilities. We will modify or remove an existing policy that does not respond and promote the dignity and independence of people with disabilities.

Accessibility is a part of the recruitment and hiring process in our company. All job applicants, candidates, and new hires are notified that accommodation is available upon request.

Accessibility Policies are available to all staff members on a shared internal drive and any updates are communicated. Should an employee with a disability request information in an accessible format related to their employment, we will collaborate with that employee to identify most appropriate accessible formats and communication supports. Any plans for alternative accessible communications will be included in the employee's individual accommodation plan.

Orchard develops and documents individual accommodation plans and individual emergency response plans for employees with disabilities on an ongoing basis. Employees are asked annually whether they require assistance in case of an emergency and employees may also come forward at any time to express the need for accommodation. Tailored plans are made as soon as possible after the request is submitted. These plans are reviewed regularly and changes are made when employee's accommodation needs, role or location change.

We are committed to training all staff members and volunteers on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Where applicable, Orchard will follow a return to work process when integrating employees with disability back into the workplace. Additionally, Orchard's performance management and career development processes take into account the accessibility needs of all employees.

Multi-Year Accessibility Plan

Orchard's Multi-Year Accessibility Plan outlines the initiatives the company is planning to take to meet the requirements of the Accessibility for Ontarians with Disabilities Act with a goal of removing and preventing barriers to people with disabilities. A copy of this plan can be provided in an accessible format upon request.

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REQUIREMENTS	INITIATIVES	STATUS
Deadline: January 1, 2012		
<p><u>Accessible customer service:</u> Create an accessible customer service policy, and make it available to staff and public. Upon request, make the policy available in accessible format. Train staff members on the policy and keep record.</p>	<ul style="list-style-type: none"> • Policy is developed and shared on the company's website. • Contact information for providing feedback or requesting an accessible format is outlined in the policy. • Training conducted on the ongoing basis 	Completed and ongoing
<p><u>Emergency and safety information:</u> When asked, provide publicly available emergency information in an accessible format. Create individual workplace emergency response plan for staff members who may need assistance in the event of emergency.</p>	<ul style="list-style-type: none"> • Information in accessible format is provided upon request. • HR works with staff members on developing individual accommodation plan where necessary. 	Completed and ongoing
REQUIREMENTS	INITIATIVES	STATUS
Deadline: January 1, 2014		
<p><u>Accessibility policies and multi-year plan:</u> Create policies and a multi-year accessibility plan to help you achieve your accessibility goals.</p>	<ul style="list-style-type: none"> • Accessibility Policies are developed and shared on the company's website. • Multi-Year accessibility plan is developed and shared on the company's website. 	Completed
<p><u>Website accessibility:</u> New websites, old websites significantly updated, and new content needs to comply with WCAG 2.0A</p>	<ul style="list-style-type: none"> • Website meets requirements as set by WCAG. 	Completed

File an Accessibility Compliance Report by December 31, 2014		Completed
REQUIREMENTS	INITIATIVES	STATUS
Deadline: January 1, 2015		
<u>Staff training on Ontario's accessibility laws:</u> Train all your employees and volunteers on the accessibility requirements that apply to their job duties and your organization.	<ul style="list-style-type: none"> • Training is ongoing 	Completed and ongoing
<u>Accessible feedback:</u> The company needs to be able to receive and respond to feedback.	<ul style="list-style-type: none"> • Ways to provide feedback: <ul style="list-style-type: none"> - Email: inquiries@orchardintl.com - Telephone: (905) 564 -9848 - Mail: Human Resources Orchard International Inc 275 Superior Blvd, Unit 1 Mississauga, ON L5T 2L6 	Completed and ongoing
REQUIREMENTS	INITIATIVES	STATUS
Deadline : January 1, 2016		
<u>Accessible information:</u> Provide publicly available information about your company in accessible format.	<ul style="list-style-type: none"> • To be completed upon request 	Upon Request
<u>Make your employment practices accessible:</u> Take into account the need for accommodation during hiring, retaining, performance management and career development processes. Document your processes for developing individual accommodation	<ul style="list-style-type: none"> • Prospective job applicants and successful applicants are notified of available accommodation during all the stages of recruitment process. • New employees are notified of the company's accessibility policies and are trained accordingly. • Written individual accommodation and return to work processes are created. • The company will take into account how employee's disability may impact the 	Completed and ongoing

plans and return-to-work plans.	performance management processes and career development process while developing an individualized accommodation plan.	
File an Accessibility Compliance Report by December 31, 2017		Completed
File an Accessibility Compliance Report by December 31, 2020		To be completed
REQUIREMENTS	INITIATIVES	STATUS
Deadline: January 1, 2021		
Website accessibility: Website and its content must meet WCAG 2.0 Level AA.	<ul style="list-style-type: none"> Website meets requirements as set by WCAG. 	Completed
File an Accessibility Compliance Report by December 31, 2023		To be completed

Contact/Feedback

To request more information or provide feedback, you can reach us at: inquiries@orchardintl.com or (905) 564 -9848.

Additionally, all feedback/inquiries can be mailed to:

Attention: Human Resources
Orchard International Inc
275 Superior Blvd, Unit 1
Mississauga, ON L5T 2L6