

Accessibility Policy

Policy Statement

Braun Nursery Limited (BNL) is committed to treating all people in a way that allows them access to maintain their dignity and independence. We believe 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 *Accessibility for Ontarians with Disabilities Act* (“AODA”) and the related *Integrated Accessibility Standards Regulation*. For this Policy, "customer" includes all members of the public and third party providers, such as consultants, vendors and professional service providers to whom BNL provides or receives a service.

BNL recognizes that striving for accessibility in the workplace is a human rights issue governed not only by the *Accessibility for Ontarians with a Disability Act, 2005* and its regulations, but also by the *Ontario Human Rights Code*.

Information and Communications

BNL is committed to meeting the communication needs of people with disabilities. We will provide customers with publicly available emergency information in an accessible format upon request. Similarly, we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person’s accessibility needs due to disability.

Employment

BNL is committed to fair and accessible employment practices. To this end, we will accommodate people with disabilities during the recruitment, assessment and hiring processes and during employment. We will review current recruitment policies, job descriptions, communications, performance management, career development, and re-deployment processes, and amend as necessary to reflect the integrated accessibility standards.

BNL will continue to support employees with individual accommodation and return-to-work plans when they have been absent due to a disability. We will provide individualized workplace emergency response information to employees who have a disability when necessary.

Providing Goods and Services

When necessary, we will ensure that our employees are trained and familiar with various assistive devices that may be used by their customers with disabilities while accessing our goods or services. We will communicate with people with disabilities in ways that take into account their disability.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, BNL will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

BNL will provide training to all employees on accessibility laws and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees.

Feedback process

Customers who wish to provide feedback on the way BNL provides goods and services to people with disabilities may provide it via telephone, in person, in writing or via e-mail. All feedback, including complaints, will be handled by the Human Resources Department at BNL. In addition, the author of the feedback will be provided with a response in the format in which the feedback was received outlining actions deemed appropriate, if any.

Modifications to this or other policies

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