Multi-Year Accessibility Plan

Policy Statement

Roelands Plant Farms is committed to identifying, preventing and removing barriers for people with disabilities and meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11, Integrated Accessibility Standards.

This Multi-Year Accessibility Plan outlines Roelands Plant Farms' strategy for maintaining and improving accessibility and meeting applicable accessibility requirements. The plan will be reviewed and updated at least once every five years.

This plan should be read in conjunction with RPF's Accessibility Policy.

Posting Requirements

The accessibility plan shall be posted on the Roelands Plant Farms website. The plan may be provided in an accessible format upon request.

Identifying Accessibility Barriers

RPF considers potential barriers in areas such as:

- physical access;
- communication and information;
- technology;
- employment;
- policies and procedures;

- attitudes and awareness;
- emergency response;
- goods, services and facilities provided to third parties.

Due to the nature of greenhouse production, some work and production areas may present physical, health and safety, or biosecurity considerations. Where an accessibility barrier is identified, RPF will consider reasonable methods of removing or reducing the barrier while taking into account applicable health and safety, biosecurity and other legal requirements.

Accessibility Area	**Action / Initiative**	**Status / Timeline**	**Responsibility**
Accessibility Policy	Review and update RPF's Accessibility Policy to reflect current AODA/IASR requirements.	Completed 2026; review as required	HR / Safety
Multi-Year Plan	Establish and publish a Multi-Year Accessibility Plan.	Completed 2026; review as required	HR / Safety
Training	Ensure employees receive required accessibility training appropriate to their duties, including applicable AODA standards and the Human Rights Code as it relates to persons with disabilities.	Ongoing	HR / Safety
Training Records	Maintain records of required accessibility training.	Ongoing	HR / Safety

Accessibility Area	Action / Initiative	Status / Timeline	Responsibility
Customer Service	Maintain accessible customer service practices, including processes addressing assistive devices, service animals, support persons and temporary disruptions.	Ongoing	HR / Management
Accessible Communication	Provide or arrange accessible formats and communication supports upon request and consult with the individual regarding their needs.	Ongoing	HR / Management
Feedback	Maintain an accessible process for receiving and responding to accessibility feedback.	Ongoing	HR
Recruitment	Notify applicants that accommodations are available during recruitment and selection.	Ongoing	HR
Employee Accommodation	Maintain processes for accessible workplace information and individual accommodation plans.	Ongoing	HR
Emergency Response	Provide individualized workplace emergency response information where required and periodically review existing arrangements.	Ongoing	HR / Safety

Accessibility Area	Action / Initiative	Status / Timeline	Responsibility
Return to Work	Maintain a documented return-to-work process for employees requiring disability-related accommodation.	Ongoing	HR
Website	Review applicable public website/web content for conformity with WCAG 2.0 Level AA requirements.	Review 2026; ongoing	Management / Website Provider
Self-Service Kiosks	Consider accessibility when designing, procuring or acquiring any self-service kiosks intended for public use.	As required	Management
Physical Barriers	Identify accessibility barriers when facilities are modified or when concerns are identified and assess reasonable methods of removing or mitigating barriers.	Ongoing	Maintenance / Safety / Management
Accessibility Compliance	Complete required AODA accessibility compliance reporting.	By Dec. 31, 2026 and subsequent required reporting cycles	HR / Management
Plan Review	Review and update the Multi-Year Accessibility Plan.	No later than 2031	HR / Safety / Management