

INTEGRATED ACCESSIBILITY POLICY & MULTI-YEAR ACCESSIBILITY PLAN (AODA)

Last updated: June 30, 2021

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act* (“AODA”). This accessibility plan outlines the policy and actions that we will put in place to improve opportunities for people with disabilities. It applies to Arterra Wines Canada, Inc. and its affiliates:

- Inniskillin Wines, Inc.
- Spagnol’s Wine & Beer Making Supplies Ltd.
- Vin First Inc.

(collectively “we” or “Arterra”).

This plan is available on our arterracanada.com website and, upon request, will be made available in various accessible formats. If you would like to receive a copy of the plan in an alternate accessible format, please contact Consumer Inquiries at: consumer.help@arterracanada.com.

I. POLICY STATEMENT AND OUR COMMITMENT

We support the principles of the AODA. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to an inclusive culture across the organization by preventing and removing barriers for persons with disabilities. Where it is not possible to remove barriers, we will make efforts to accommodate persons with disabilities in a timely, effective and suitable manner.

II. MULTI-YEAR ACCESSIBILITY PLAN

Accessible Emergency Information

Arterra is committed to providing its employees, customers and clients with publicly available emergency information in an easily accessible way upon request. When we are aware of a disability and a need for accommodation, we will provide individualized emergency response information when required.

Training

Arterra will provide training to its employees, volunteers and other staff members on Ontario’s accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Arterra will ensure employees are provided with the training required to meet Ontario’s accessibility laws. Training for Arterra employees will include:

- The objectives of AODA and the requirements of the Customer Service Policy Statement;

- Interacting and communicating with people with various types of disabilities;
- Interacting with people with disabilities who use assistive devices or who require the assistance of service animals or support people;
- The use of equipment or devices available on Arterra premises (or otherwise) that could assist in providing goods or services to people with disabilities;
- Procedures to follow if a person with a disability has difficulty accessing Arterra's goods and services; and
- Arterra's policies, practices and procedures on providing goods or services to people with disabilities.

Ongoing training will be provided when these policies, practices and procedures are revised. New employees, as well as those with duties acting on behalf of Arterra will receive training as part of their orientation

Status: ongoing

Information and Communications

Arterra is committed to meeting the communication needs of people with disabilities by ensuring company information and communications are accessible to them. We will consult with appropriate groups and organizations to determine the information and communication needs of people with disabilities and will adopt the new information and communication standards relating to the accessibility of our information, communications systems and platforms.

Arterra will take the steps necessary to ensure all new websites and new web content will conform to WCAG 2.0, Level AA as of January 1, 2021. Accessible alternative formats will be made available upon request. AODA compliance will be included as one of the main criteria when selecting technology vendors for new website development.

Arterra will ensure that existing and new processes for receiving and responding to feedback are accessible to people with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner.

Arterra will ensure that all publicly available information is accessible to people with disabilities, or that accessible formats will be available upon request.

Status: ongoing

Employment

Arterra is committed to fair and equal employment practices by providing accessibility across all stages of the employment cycle.

We will take the following steps to notify employees and the public that, when requested, Arterra will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Review existing recruitment policies, procedures and process;
- Specify that accommodation is available for applicants with disabilities at all recruitment stages (recruitment, assessment and selection); and
- Include notification of Arterra's policies on accommodating employees with disabilities letters offering employment.

Arterra will take the following steps to develop and implement a process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability:

- Review and assess existing policies to ensure accommodation of an employee with a disability and to facilitate an employee's return-to-work after an absence due to disability;
- Identify the ways employees can participate in developing the accommodation plan; and
- Include individualized workplace emergency response information and information regarding accessibility.

Accessibility needs of employees with disabilities will be taken into account if using performance management, career development, and/or redeployment processes. We will inform employees of the policies available to support employees with disabilities.

Arterra is committed to treating all people in a way that allows them to maintain their dignity and independence.

Status: ongoing

For more information on this accessibility plan, please contact Consumer Inquiries at:

Phone: 1 (877) 919-7587

Email: consumer.help@arterracanada.com

III. CUSTOMER SERVICE POLICY STATEMENT - AODA

Applies to: Providing Goods and Services to People with Disabilities

Our Commitment

Arterra Wines Canada strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities that enables access to our goods and services.

Definitions

(as defined by the AODA Act, 2005) Assistive Device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. Barrier means anything that prevents a person with a disability from fully

participating in all aspects of society because of his/her disability, including a physical barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability is:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997.

Service Animal is an animal that is used by a person for reasons relating to his/her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person is a person who accompanies another with a disability, to provide assistance with the communication, mobility, personal care or medical needs or with access to goods or services.

Providing Goods and Services to People with Disabilities

Our staff is trained to develop an awareness to recognize and accommodate the needs of our customers with disabilities in order to provide an integrated customer experience.

Communication

We will communicate with people with disabilities in ways that take into account their accommodation needs.

Assistive Devices

Our customers are welcome to use their own personal assistive devices to access our goods and services.

Support Persons and Service Animals

Support persons and service animals are welcome to accompany our customers with a disability except where prohibited by law. Fees will not be charged for support persons who accompany our customers through winery estate tours. Standard charges will apply to support persons who participate in wine tastings and/or culinary experiences.

Interruption of Service

If we are temporarily unable to offer any special facilities or services that assist customers with disabilities, we will immediately provide notice of this interruption and the anticipated time when these services will be resumed.

Training

Our staff members who provide goods and services to our customers receives ongoing and documented training in order to properly communicate with and provide assistance to people with various disabilities.

The following employees will participate in our training program:

- All employees of Wine Rack;
- All employees of Estate Wineries who provide customer service;
- Winemakers;
- Brand Managers;
- Distribution Centre administrative staff;
- Customer Service Representatives;
- Office Receptionists;
- All employees of the Human Resources Department.

Employees are required to go through the training that is also referenced as “How May I Help You” and sign off on it.

Customer Feedback

We encourage the participation of all shoppers in our feedback process. In addition to sharing your comments in person, you may also contact us by telephone, mail and e-mail. Arterra will follow its internal process for addressing such feedback.

Please contact Consumer Inquiries at:

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441 Courtneypark Drive East
Mississauga, ON L5T 2V3
Canada

Phone: 1 (877) 919-7587

Email: consumer.help@arterracanada.com