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MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION

Zander Sod Co. Limited is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and inclusion and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

This accessibility plan outlines the steps we have taken and will take in the future to meet those requirements and to improve opportunities for people with disabilities. As well, our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. **This plan will be reassessed once every 5 years.**

SECTION 1: PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

A) CUSTOMER SERVICE

Zander Sod Co. Limited is in compliance with the AODA Customer Service Standard. We have this posted in our showroom in view for all employees and customers to see. It encourages feedback via, phone, mail, email and in person.

B) INFORMATION AND COMMUNICATIONS

Zander Sod Co. Limited will provide individuals with the information they need, upon request. We will provide it in a format that is suitable to their needs in a timely manner. We make use of different platforms to distribute information such as email, bulletin board and word of mouth to make sure to accommodate all people.

C) EMPLOYMENT

Zander Sod Co. Limited has training in place to educate and create awareness among current and new employees about interacting respectfully with individuals with disabilities. We created an employment policy and accommodation plan to assist those with a disability during the hiring process and throughout their employment with our company.

D) OTHER

Zander Sod Co. Limited has an individual with a hand tremor who was having difficulty using a standard mouse. We purchased a special mouse that allowed her to rest her hand on it and stabilize it with the other hand. It sits upright like a joystick. This really improved the individual's ability to use the computer with comfort, ease and efficiency.

Zander Sod Co. Limited has modified trucks and tractors to accommodate those with difficulty getting into them.

Zander Sod Co. Limited has provided headsets to workers who have requested them.

SECTION 2: STRATEGIES AND ACTIONS

A) CUSTOMER SERVICE

Zander Sod Co. Limited is committed to providing accessible customer service to people with disabilities. We will provide goods and services to people with disabilities with the same high quality and timeliness as others. The following is our plan moving forward:

ACTIONS	RESPONSIBILITY	COMPLETION DATE
Add comment card jar to showroom for another method of feedback	Administrative Assistant	2019
Assess policies and change as necessary	Administrative Assistant	2020

B) INFORMATION AND COMMUNICATIONS

Zander Sod Co. Limited is committed to making our information and communications accessible to people with disabilities.

ACTIONS	RESPONSIBILITY	COMPLETION DATE
Create a page on our website to encompass all of our AODA policies, procedures, plans and forms	Administrative Assistant	2019
Update website to meet new regulation of WCAG 2.0 Level AA	Administrative Assistant	2020
Assess policies and change as necessary	Administrative Assistant	2020

C) EMPLOYMENT

Zander Sod Co. Limited is committed to fair and accessible employment practices.

ACTIONS	RESPONSIBILITY	COMPLETION DATE
Add Statement of Commitment to accommodate individuals with disabilities to all job postings	Administrative Assistant	2019
Assess policies and change as necessary	Administrative Assistant	2020

D) TRAINING

Zander Sod Co. Limited is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

ACTIONS	RESPONSIBILITY	COMPLETION DATE
Create a comprehensive document for staff to read and sign off on instead of verbal training at Spring Meeting	Administrative Assistant	2019
Train new employees, administer refresher course to current employees	JHSC	Ongoing
Assess policies and change as necessary	Administrative Assistant	2020

DESIGN OF PUBLIC SPACES

Zander Sod Co. Limited will meet accessibility laws when building or making major changes to public spaces.

ACTIONS	RESPONSIBILITY	COMPLETION DATE
During addition of customer showroom, accommodated those with a physical disability by making the washroom accessible	President	2019
Assess policies and change as necessary	Administrative Assistant	2020

FOR MORE INFORMATION

For more information on this accessibility plan, please contact Jasmine Halk at 905-727-2100 or jasmine@zandersod.com.

Visit our Website at www.zandersod.com or visit our Twitter Feed @ZanderSod.

Standard and accessible formats of this document are available on request from Jasmine Halk at the above contact information.