



ACCESSIBILITY PLAN

General

Nieuwland Feed & Supply Limited is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, access information provided by the company, or use the company's goods and services.

This accessibility plan contains details of the companies' policies, practices, and services in relation to the identification and removal of barriers. This plan is also used to establish prevention measures against new barriers emerging to ensure a barrier-free environment at the company.

This accessibility plan is offered in any of the following formats upon request:

- Print, large print, braille, audio and/or electronic

The company welcomes any feedback from the general public. Any feedback or questions regarding this plan or requests for copies of the accessibility plan in an alternative format can be addressed to the following representative:

Contact: Human Resources Manager
Phone Number: 519-638-3008
Mailing Address: 96 Wellington Street North, Drayton, ON, N0G 1P0
Email: daynaw@nieuwlandfeed.com

Employment

Nieuwland Feed & Supply Limited understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture.

The company has implemented the following policies, programs, practices, and services to identify, remove, and prevent new and existing barriers in relation to employment:

- Where necessary, accommodations are being made during the recruitment and selection stages, and throughout the employment lifecycle.
- All training and development programs provided will consider an employee's barriers and abilities, and are provided in alternative formats, such as Print, large print, braille, audio and/or electronic as required.

The company remains committed to addressing existing barriers and preventing new barriers in employment. After a thorough review of the policies, programs, practices, and services, and through



feedback and consultations, the following barriers were identified that continue to exist in employment at the company:

- Need to provide awareness to applicants with disabilities and ensure they understand that accommodations will be provided if needed throughout the recruitment and selection process.
- Training for all supervisors and managers on the duty to accommodate.

The company will take the following actions to address these identified barriers, to be achieved within one to two years after this plan is published:

- A statement will be prepared to ensure that applicants with disabilities are aware that accommodations will be provided. The statement will be included at the bottom of all job postings and advertisements.
- Provide a training program for all supervisors and managers on the duty to accommodate and ensure that it is completed.

The Built Environment

Nieuwland Feed & Supply will work to ensure that elements of the built environment, including building interiors and exteriors, are designed to facilitate barrier-free access to goods or services. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in the built environment at the company:

- Entrance ramp located at the front of the building;
- Access to the lower and upper levels of the building
- Automatic door openers
- Accessible parking spaces that are clearly marked with the International symbol of accessibility.

The company will take the following actions in the long term to address these identified barriers when the new office is built:

- Will provide a ramp at the main entrance of the building when the new office is built
- Will ensure that there is access to all areas of the building through the new office build
- Will add automatic door openers
- Will add accessible parking spaces that are clearly marked with the international accessibility symbol.

Information and Communication Technologies (ICT)

Nieuwland Feed & Supply Limited understands that communication to and with the company is vital to an individual's access to the company's goods or services. After a thorough review of the policies, programs, practices, and services, and thorough feedback and consultations, the following barriers were



identified that continue to exist in relation to information and communication technologies at the company:

- Upon request, the company will provide or arrange for accessible formats and communication supports for employees, applicants, or persons accessing the company's goods or services.
- The company will consult with the individual to determine the specific barrier and the best way to provide support.
- The company will notify employees, applicants, or persons accessing the company's goods or services about the availability of accessible formats and communication supports.
- The company will ensure that the internet websites, including web content, conform to the proper accessibility guidelines.

The company will take the following actions in the short term to address these identified barriers, that will take two months after this plan is published:

- The company will be prepared to access any communication in an accessible format upon request.
- The company will be prepared to consult properly with the individual to provide the proper support.
- The company will add wording in the proper locations to advise employees, applicants, or persons accessing the company's goods or services that communication will be provided in accessible formats upon request.

The company will take the following actions in the long term to address these identified barriers, that will take one year or more to achieve after this plan is published:

- Internet websites, including web content will comply to the Web Content Accessibility Guidelines.

Communication Other Than ICT

Nieuwland Feed & Supply Limited understands that communication to and with the company can take many forms and requires a variety of options to be inclusive of all individuals. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in relation to communication other than ICT at the company:

- Upon request, the company will provide or arrange for accessible communication in language including spoken, written and other forms for employees, applicants, or persons accessing the company's goods or services (i.e. sign language).
- The company will consult with the individual to determine the specific barrier and the best way to provide support.



The company will take the following actions in the short term to address these identified barriers, that will take two months after this plan is published:

- The company will be prepared to access any communication in plain language, upon request.

The Procurement of Goods

Nieuwland Feed & Supply Limited is committed to ensuring that all individuals can obtain the company's goods and services. The company has implemented the following methods to allow individuals to obtain our goods and services:

- Online website orders
- Telephone orders
- Orders by fax
- Orders made directly through sales team in person on site.

The company remains committed to addressing existing barriers and preventing new barriers in relation to the procurement of goods. After a thorough review of the policies, programs, practices, and services, and thorough feedback and consultations we have determined that all individuals have proper access to our goods and services. Going forward we will ensure that we continue to provide proper access to our goods and services.

Services and Facilities

Nieuwland Feed & Supply Limited is committed to ensuring that all its services and facilities are accessible to all individuals. After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in relation to services and facilities of the company:

- Entrance ramp located at the front of the building;
- Access to the lower and upper levels of the building
- Automatic door openers
- Accessible parking spaces that are clearly marked with the International, symbol of accessibility.

The company will take the following actions in the long term to address these identified barriers when the new office is built:

- Will provide a ramp at the main entrance of the building when the new office is built
- Will ensure that there is access to all areas of the building through the new office build
- Will add automatic door openers
- Will add accessible parking spaces that are clearly marked with the international accessibility symbol.



The Design and Delivery of Programs and Services

Nieuwland Feed & Supply Limited is committed to ensuring that all its programs and services are designed in a manner accessible to all individuals.

After a thorough review of the policies, programs, practices, and services, and through feedback and consultations, the following barriers were identified that continue to exist in relation to the company's design and delivery of the company's programs and services:

- Company website should meet level AA conformance set out in the Web Content Accessibility Guidelines.

The company will take the following actions in the long term to address these identified barriers, that will take two years or more to achieve after this plan is published:

- Ensure that the company website meets level AA conformance set out in the Web Content Accessibility guidelines.

Transportation

The transportation section is irrelevant to Nieuwland Feed & Supply Limited

Consultations

Nieuwland Feed & Supply Limited recognizes that persons with disabilities are equal participants in all areas of life. The company is guided by the recognized principles of the Accessible Canada Act:

- All persons must be treated with dignity regardless of their disabilities;
- All persons must have the same opportunity to make for themselves the lives that they can and want to have regardless of their disabilities;
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- Policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple intersecting forms of marginalization and discrimination persons face;
- Persons with disabilities must be involved in the development and design of policies, programs, services, and structures; and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.



Accordingly, the company is committed to ensuring that persons with disabilities are involved in all decision-making regarding its policies, programs, practices, and service delivery. In preparation of this accessibility plan, the company consulted with persons with disabilities by telephone, email and one-on-one discussions.

Through this consultation process, the company has learned of different barriers and what needs to be addressed. The company intends to correct these issues on a short- and long-term basis where applicable, as identified in each respective section of this accessibility plan.

Feedback

Nieuwland Feed & Supply Limited welcomes feedback regarding the accessibility plan and any barriers encountered by persons with disabilities. Those who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on the concerns or complaints they submit.

Feedback can be submitted to:

Contact: Human Resources Manager

Phone Number: 519-638-3008

Mailing Address: 96 Wellington Street North, Drayton, ON, N0G 1P0

Email: daynaw@nieuwlandfeed.com

Feedback can be submitted anonymously if desired, and will remain confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. The personal information of anyone who provides feedback will remain confidential in accordance with all applicable privacy laws.