



Chudleigh's Apple Farm Multi-Year Accessibility Plan

Chudleigh's Apple Farm Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. Building on Chudleigh's Accessibility policy, we believe in integration and equal opportunity. We are committed to meeting the needs of all people 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.

This multi-year (2025-2030) accessibility plan acts as our accessibility guide, outlining Chudleigh's Apple Farm Ltd. strategy and key actions to meet, and where possible exceed, our requirements under Ontario's accessibility legislation.

Chudleigh's Apple Farm Ltd. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Chudleigh's Apple Farm Ltd. is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Past Achievements to Remove and Prevent Barriers

Customer Service

- An "Accessibility" section has been added to the footer of the website www.chudleighs.com, to communicate the accessible customer service policy including related procedures and guidelines.

Information and Communications

- Chudleigh's has taken the steps to ensure that we provide accessible formats and communication supports for people with disabilities upon request.
- Notify the public of the availability of accessible formats

Employment

- Chudleigh's is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

Training

- Chudleigh's has trained current employees on AODA and how to make customer service accessible.
- Keep and maintain a record of the training provided, including the dates that the training was provided and the names/signatures of attendees.



Design of Public Spaces

- Currently our outdoor public space is accessible.

Strategies and Actions

Customer Service

- Offering to communicate with members of the public by alternate means and formats if on-line communication is not suitable to their needs.
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication channels.
- Ensuring all employees are trained and familiar with AODA.

Information and Communications

- Ensure existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner.

Employment

- Chudleigh's will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process.
- Will review and, as necessary, modify any of the existing recruitment policies, procedures, and processes.

Training

- Chudleigh's will continue training all new employees on AODA and how to make customer service accessible.
- Ensure that training is provided to all employees on any changes to the stipulated policies on an ongoing basis.

Design of Public Spaces

- Consider all aspects of Accessibility Standards for the Design of Public Spaces when building or undertaking major renovations/modifications.

For more information on this accessibility plan please contact us at : humanrelations@chudleighs.farm

Our accessibility plan is publicly posted at www.chudleighs.com

Standard and accessible formats of this document are free on request from customercare@chudleighs.farm