



Huebel Grapes Estates Multi-Year Accessibility Plan and Policy

Message from the CEO

Huebel Grapes Estates 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 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 by meeting our accessibility requirements under Ontario's accessibility laws.

Introduction

Huebel Grapes Estates strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Huebel Grapes Estates 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

Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Huebel Grapes Estates has completed.

Customer Service

- Updated customer feedback process to allow feedback through multiple channels – through website, phone, email, or in-person



Information and communications

- Converted policies and procedures into a digital file for easy conversion to accessible format
- Added policies to company website
- Created a companywide OneDrive to allow for accessible access to company policies and procedures

Section Two: Strategies and Actions

Customer Service

Huebel Grapes Estates is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

Huebel Grapes Estates will use reasonable efforts to ensure that policies, practices, and procedures are consistent with the following principals:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit goods and services.
- Employees when communicating with a person with a disability will do so in a manner that takes into account the person's disability.

Information and Communications

Huebel Grapes Estates is committed to making our information and communications accessible to people with disabilities. We will consult with people with disabilities to determine their information and communication needs to achieve the most effective and efficient access to information for all users.

Employment & Procurement

Huebel Grapes Estates is committed to fair an accessible employment practices that include but are not limited to. the recruitment and assessment process, individual accommodation plans, and return to work plans.

Training

Huebel Grapes Estates is committed to providing training in the requirements of Ontario's accessibility laws and Ontario Human Rights Code as it applies to people with disabilities.



Transportation

Huebel Grapes Estates is committed to accessible transportation services where applicable.

This plan will be reviewed, and updates made as required, at least every five years.

Our accessibility plan is public posted on www.huebelgrapesestates.com/accessibility

Questions/Feedback For more information on this Accessibility Plan or to request an alternate format of this document, please contact:

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