



1. STATEMENT OF ORGANIZATIONAL COMMITMENT

- 1.1. Black Fly Beverage Company Inc (herein referred to as Black Fly) 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 meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.
- 1.2. Black Fly is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
- 1.3. Black Fly understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.
- 1.4. Black Fly is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.
- 1.5. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2. TRAINING

- 2.1. We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.
- 2.2. In addition, we will train:
 - 2.2.1. all persons who participate in developing the organization's policies; and
 - 2.2.2. all other persons who provide goods, services, or facilities on behalf of the organization
- 2.3. Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- 2.3.1. purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- 2.3.2. our policies related to the Customer Service Standards
- 2.3.3. how to interact and communicate with people with various types of disabilities
- 2.3.4. how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- 2.3.5. how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities. These include:
 - 2.3.5.1. Access ramp
 - 2.3.5.2. Elevator
 - 2.3.5.3. Power doors
 - 2.3.6. what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.
- 2.4. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.
- 2.5. 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.

3. NOTICE OF TEMPORARY DISRUPTION

- 3.1. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
- 3.2. The notice will be made publicly available in the following ways:
 - 3.2.1. Posting notices at Black Fly's main entrance and on the Black Fly website
 - 3.2.2. Contacting individuals with appointments
 - 3.2.3. Verbally notifying individuals when they are making an appointment
- 3.3. Information regarding Black Fly Beverage Company's procedures for temporary disruptions is publicly available on the Company's website and is available in accessible formats or with communication supports upon request.

4. FEEDBACK PROCESS

- 4.1. The ultimate goal of Black Fly is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated using any of the following methods:
 - 4.1.1. Online: www.blackflybooze.com
 - 4.1.2. Via Phone: 519 - 667 - 1555

- 4.1.3. Via Mail: Attention: Human Resources
Black Fly Beverage Company Inc.
847 Highbury Ave. N.
London, ON N5Y 5B8
- 4.2. Customers can expect to hear back within 10 business days.
- 4.3. Black Fly Beverage Company will provide or arrange for accessible formats and communication supports for individuals wishing to provide feedback, upon request.
- 4.4. Information about the availability of accessible formats and communication supports for the feedback process is available on the Company's website and can be obtained by contacting Human Resources.

5. INFORMATION AND COMMUNICATIONS

- 5.1. We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.
 - 5.1.1. Black Fly Beverage Company notifies the public that accessible formats and communication supports are available, upon request, for information and communications relating to our goods, services, facilities, and customer service. Requests may be made by contacting Human Resources using the contact information provided in this policy.
- 5.2. We communicate with people with disabilities in ways that considers their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:
 - 5.2.1. in a timely manner, considering the person's accessibility needs due to disability; and
 - 5.2.2. at a cost that is no more than the regular cost charged to other persons.
 - 5.3. We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:
 - 5.3.1. an explanation as to why the information or communications are unconvertible; and
 - 5.3.2. a summary of the unconvertible information or communications.
- 5.4. We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

6. EMPLOYMENT

- 6.1. We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that

accommodations are available upon request. We consult with the applicants and provide or arrange suitable accommodation.

- 6.2. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- 6.3. We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.
- 6.4. We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:
 - 6.4.1. information that is needed in order to perform the employee's job; and
 - 6.4.2. information that is generally available to employees in the workplace
- 6.5. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.
- 6.6. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.
- 6.7. We will review the individualized workplace emergency response information:
 - 6.7.1. when the employee moves to a different location in the organization;
 - 6.7.2. when the employee's overall accommodations needs or plans are reviewed; and
 - 6.7.3. when the employer reviews its general emergency response policies.

7. SERVICE ANIMALS AND SUPPORT PERSONS

- 7.1. Black Fly Beverage Company is committed to providing accessible customer service and will make reasonable efforts to accommodate individuals with disabilities.
- 7.2. Due to applicable food safety requirements and Good Manufacturing Practices (GMPs), animals, including service animals, are not permitted within Black Fly Beverage Company's manufacturing, production, warehouse, or other controlled areas where food and beverage products are manufactured, handled, processed, or stored.
- 7.3. Where a person with a disability requires the assistance of a service animal, Black Fly Beverage Company will work with the individual to identify an appropriate alternative arrangement to provide access to our goods or services. Depending on the circumstances, this may include meeting in an accessible off-site location,

providing virtual meeting options, or arranging another reasonable accommodation that meets the individual's accessibility needs while maintaining compliance with applicable food safety requirements.

- 7.4. Support persons accompanying individuals with disabilities are welcome where access is permitted and where doing so does not conflict with applicable health, safety, security, or food safety requirements.
- 7.5. This information is publicly available on the Company's website and is available in accessible formats or with communication supports upon request.

8. ACCESSIBILITY COMPLIANCE REPORTS

- 8.1. Black Fly Beverage Company files Accessibility Compliance Reports with the Province of Ontario in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.
- 8.2. Our most recent Accessibility Compliance Report is available to the public upon request and is published on the Company's website.
- 8.3. Copies of the report will also be provided in accessible formats or with communication supports upon request.

9. PUBLIC AVAILABILITY

- 9.1. Black Fly Beverage Company is committed to providing accessible information to customers, employees, applicants, and members of the public.
- 9.2. This Accessibility Policy, our Accessibility Compliance Report, information regarding our feedback process, accessible formats and communication supports, procedures respecting temporary disruptions, and our policies regarding service animals and support persons are publicly available on the Company's website and are available in accessible formats or with communication supports upon request.

10. RELATED DOCUMENTS

- 7.1. Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
- 7.2. O. Reg. 191/11: Integrated Accessibility Standards

11. REVISION HISTORY

Rev Level	Rev Date	Prepared By	Approved By	Description of Change
B	2023.09.04	H&S Specialist	Director of Manufacturing	Updated policy based on requirements from 2023 AODA Compliance Report