



MULTI-YEAR ACCESSIBILITY PLAN

Statement of Commitment

NewAge is committed to fulfilling the requirements and objectives outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* along with the affiliated regulations to ensure we meet the accessibility needs of persons with disabilities in a timely manner.

NewAge is pleased to share our Multi-Year Accessibility Plan for the years 2017 through to 2021 outlining our planned initiatives to meet and where possible exceed the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and ensure continued progress and improvements are made by our organization as accessibility standards are released in order to achieve the Province's goal of an accessible Ontario by the year 2025.

For the purpose of this Multi-Year Accessibility Plan, "disability" is understood to be that which is identified within the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*, and is synonymous with the definition outlined in the *Ontario Human Rights Code*.

Our Multi-Year Accessibility Plan plays an ongoing role in ensuring NewAge is effective in dealing with people with disabilities. Our organizational commitment to continual improvement ensures that everyone who interacts or visits us enjoys the highest standard of excellence in accessing our services and premises.

NewAge already strives to incorporate accessibility into all aspects of our business, but we commit through this Multi-Year Accessibility Plan to make further improvements for the benefit of our customers and NewAge team members. For the period 2017-2021, NewAge will focus on developing and implementing various policies, programs and awareness training to ensure compliance with the customer service requirements outlined in the *Accessible Customer Service Standard* of the *Accessibility for Ontarians with Disabilities Act, 2005*.

Overview of Requirements

In June 2005, the Ontario government took a strong stand on accessibility with the passing of the Accessibility for Ontarians with Disabilities Act, 2005. The AODA lays out a comprehensive road map for organizations within the province to develop, implement, and enforce a new level of accessibility standards which affect the most important aspects of everyday living for people with disabilities with the goal of achieving an accessible Ontario by January 1, 2025.

There are a number of key areas which the government has highlighted as primary areas of concerns or focus for the organizations that must comply with the legislation. Mandatory and enforceable legislation from the following Regulations are incorporated into this accessible Ontario strategy including:

- *Customer Service Standard- Ontario Regulation 429/07*

The first standard under the AODA to become law, the Customer Service Standard ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability. Requirements under this Regulation include the development of a policy, practices, procedures as well as the provision of training for staff and volunteers. NewAge submits compliance reports to the Province acknowledging the measures we have taken to meet these compliance obligations and our commitment of continued compliance to the Customer Service Standard.

- *Integrated Accessibility Standard Regulation (IASR) – Ontario Regulation 191/11*

The IASR combines the Information and Communication, Employment, Built Environment, and Transportation standards into one Regulation. Please note the Transportation Standard does not apply to NewAge. Compliance requirements under IASR have been staggered with dates up to 2021.

Multi-Year Accessibility Plan

The Human Resources Department reviews the compliance obligations of the CustomerService Standard and IASR to address how NewAge achieves or will achieve accessibility compliance requirements. The Multi-Year Accessibility Plan outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA.

Action	ComplianceDate	Responsibility	Status
General			
Accessibility Policies <ul style="list-style-type: none"> - Develop and implement the Customer Service Standard - Make the policy publicly available and provide an accessible format, upon request - Review and update as required 	January 1, 2014	Human Resources Department	Complete and ongoing as required
Develop a Multi-Year Accessibility Plan <ul style="list-style-type: none"> - A Multi-Year Accessibility Plan was developed - The plan has been posted on NewAge website and can be provided in an accessible format, upon request - Review and update the plan at least once every five years 	January 1, 2014 and ongoing	Human Resources Department	Complete and ongoing as required

Training <ul style="list-style-type: none"> - Develop and deliver training on the Customer Service Standard and applicable sections of the Human Rights Code as it pertains to persons with disabilities to employees, persons who assist in developing policies, and other internal parties who provide goods, services, or other interactions with the public - Retain training records for all individuals who participate in the training 	January 1, 2015 and ongoing	Human Resources Department	Complete
Employment Standards			
Recruitment, Assessment, Selection <ul style="list-style-type: none"> - Review and update existing recruitment policies procedures and processes for compliance including specifying that accommodation is available for applicants with disabilities on both the website and on job postings - Update processes and procedures to inform applicants about the availability of accommodations when (a) called for an interview; (b)during the selection process; (c) at the time of the job offer; and (d) as soon as practicable after the new employee begins, specifically during orientation - If selected applicant(s) request accommodation, consult with the applicant to arrange for the provision of suitable accommodation in a manner that considers the applicant's accessibility needs due to a disability 	January 1, 2016 and ongoing	Human Resources Department	Complete and ongoing as required

Performance Management, Career Development, and Advancement <ul style="list-style-type: none"> - Review current practices and policies to ensure compliance with the provisions of the AODA, taking into consideration the accessibility needs and individual accommodation plans of employees when assessing performance, career advancement or development opportunities 	January 1, 2016	Human Resources Department	Complete and ongoing as required
Informing Employees of Supports <ul style="list-style-type: none"> - Informing current employees via training and new hires via orientation of employment policies that support employees with disabilities 	January 1, 2016	Human Resources Department	Training completed for all NewAge employees
Workplace Emergency Response Information <ul style="list-style-type: none"> - Develop a written process that provides workplace emergency response information in an individualized manner for employees with disabilities. 	January 1, 2012	Human Resources Department	Complete and ongoing as required

Accessible Formats & Communication Supports for Employees <ul style="list-style-type: none"> - Upon request by an employee with a disability, provide or arrange for the provision suitable accessible formats and communication supports needed for the employee to successfully perform the job 	January 1, 2016	Human Resources Department	Complete and ongoing as required
Documented Individual Accommodation Plans / Work Reintegration Process <ul style="list-style-type: none"> - Individual accommodation plans are available to employees upon request 	January 1, 2016	Human Resources Department	Complete
Information & Communications Standards			
Feedback <ul style="list-style-type: none"> - Ensure that processes for receiving and responding to feedback are accessible to ensure that any accessibility issues are directed to the appropriate person, reviewed, and responded to in a timely fashion. Requests and feedback can be sent by mail, email, phone and/or any other forms of communication. 	January 1, 2014 and ongoing	Human Resources Department	Complete

<p>Accessible Formats and Communication Supports</p> <ul style="list-style-type: none"> - Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities - Consult with person making the request to determine suitability of accessible format or communication support - Post a statement on the website that the Company shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities 	<p>January 1, 2016</p>	<p>Creative Marketing / Human Resources Department</p>	<p>Complete and ongoing</p>
<p>Emergency Procedures, Plans or Public Safety Information</p> <ul style="list-style-type: none"> - Emergency procedures, plans or public safety information that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request in a timely manner 	<p>January 1, 2012 and ongoing</p>	<p>Human Resources Department</p>	<p>Complete and ongoing</p>

<p>Accessible Website & Web Content</p> <ul style="list-style-type: none"> - To post the accessibility plan on our website and provide the plan in an accessible format upon request, O. Reg. 191/11, s. 4 (1). - In 2017 NewAge shall dedicate a section on its website to ensure that the public is made aware of its continued commitment for accessibility, the progress of the Accessibility Plan and all related standards. This section shall provide accessibility information pertaining to NewAge's accessibility policies, provincial legislation, feedback options as well as links to information relating to accessibility. - Ensure that the NewAge website and web content conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded). 	<p>January 1, 2014 and ongoing</p>	<p>Creative Marketing Department /Human Resources Department</p>	<p>Ongoing through to January 1, 2021</p>
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Next Steps

NewAge is committed to the successful implementation, maintenance, and improvement of our ability to meet the needs of persons with disabilities. As such, our Company will take the following next steps:

- Annually prepare and submit a Compliance Report on the Customer Service Standard and achievement of deadlines against our Multi-Year Accessibility Plan and associated legislative requirements
- Monitoring, reviewing and updating accessibility procedures and practices as required, including keeping abreast of new technology that may enhance and further improve accessibility opportunities for people with disabilities
- Continuing to develop action plans, training and communication strategies
- Updating, enhancing and communicating progress of our Multi-Year Accessibility Plan

For More Information or Feedback

Feedback and questions are always welcome. Should you require a copy of the NewAge Accessibility plan in another format, please contact us:

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