HEXO®

MULTI-YEAR ACCESSIBILITY PLAN

Version 1.0

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Approval History

Approver(s)	Approved Date
Mona Matta	

Revision History

Version No.	Date	Summary of Change	Changed By

Multi-Year Accessibility Plan

Purpose & statement of commitment

HEXO is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities 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 ("AODA").

This Accessibility Plan outlines the policies and actions that HEXO has or will put in place to improve opportunities for people with disabilities.

In accordance with the requirements set out in AODA's Integrated Accessibility Standards Regulations (the "IASRs"), HEXO will:

- Review and update this plan at least once every five (5) years;
- Post this plan on the appropriate corporate website;
- Report, as required, on the appropriate corporate websites on the progress of the implementation of this plan; and
- Provide this plan in an accessible format, upon request.

Definitions

AODA: Accessibility for Ontarians with Disabilities Act, 2005

Plan

1.0 Customer service

HEXO is committed to serving all customers, including persons with disabilities, and will carry out its function in a manner which delivers an accessible customer service experience.

- Continue to train staff on AODA; ensure accessibility training is tracked and recorded
- Continue to source and implement new training that is suitable
- Welcome customer feedback to improve the accessibility of service through multiple communications channels
- Offer to communicate with customers by alternate means and formats if telephone communication is not suitable to their needs

2.0 Training

HEXO is committed to training employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it related to people with disabilities. Training will be provided in a way that best suits the duties of the employees.

- Incorporate the training into the employee orientation process for new employees and ensure the training is provided to existing employees as soon as practicable
- Keep and maintain a record of the training provided

3.0 Information & communication

HEXO is committed to meeting the communication needs of people with disabilities. HEXO will continue to incorporate new accessibility requirements under the information and communication standards to ensure that its information and communications systems are accessible and are provided in accessible formats that meet the needs of people with disabilities.

3.1 Feedback, accessible formats and communication supports

- Customer feedback process allows for multiple types of communication such as email, telephone
- Ensure that 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 and at no additional cost
- Detailed process in progress - more broadly, as a general principle where accessible formats and communication supports for persons with disabilities are requested:
  - o Provide or arrange for the provision of such accessible formats and communication supports;
  - o Consult with the person making the request to determine the suitability of the accessible format or communication support;
  - o Provide or arrange for the provision of accessible formats and communication supports in a

timely manner that takes into an account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;
- o Notify the public about the availability of accessible formats and communication supports.

3.2 Accessible websites and web content

- Corporate website is assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level AA
- Recently acquired brand websites are being reviewed for accessibility and updated, as necessary
- Adoption of internal standards to ensure the public websites are more accessible

4.0 Employment

HEXO is committed to fair and accessible employment practices across all stages of the employment cycle.

- Continue to review and modify existing recruitment policies, procedures, and processes, as necessary
- Indicate that accommodation is available for applicants with disabilities on HEXO's website and job postings
- Where an employee with a disability requests it, HEXO will provide or arrange for provision of suitable accessible formats and communications supports for:
  - o Information that is needed in order to perform the employee's job
  - o Information that is generally available to employees in the workplace
- HEXO will review and assess the existing practices to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required
- HEXO will ensure that the return to work process as set out in its existing practices outlines the steps HEXO will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees
- Review, assess, and, as necessary, modify existing practices, procedures, and training to ensure compliance with the IASR
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
  - o Assessing performance;
  - o Managing career development and advancement;
  - o Redeployment is required