ACCESSIBILITY POLICY

Prepared: December 01, 2023
Updated: November 01, 2026
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EarthLabs Inc. (the "Company") has established this Accessibility Policy in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") and Ontario Regulation 191/11 (*Integrated Accessibility Standards*), and the *Ontario Human Rights Code*.

The Company is committed to identifying, preventing and removing barriers to accessibility and meeting the needs of persons with disabilities in its employment practices, communications, and provision of goods, services and facilities.

1. COMMITMENT

The Company is committed to treating persons with disabilities with dignity and respect while promoting independence, integration and equal opportunity. To uphold these principles and meet its obligations under the AODA, the Company is committed to accessibility in the following areas.

1.1. Communication

The Company aims to ensure information and communications are accessible to persons with disability through the following measures:

- Making reasonable efforts to ensure content is understandable – for instance, speaking slowly and clearly, and using concise and plain language.
- Providing information in multiple formats such as verbal, written, or electronic.
- Presenting accessible communications, such as emails with sufficient colour contrast between text and background, meaningful link text, and images with alt text.

The Company will consult with persons with disabilities to determine suitable communication methods and provide or arrange accessible formats and communication supports upon request, in accordance with applicable legislation.

1.2. Assistive Devices

The Company supports the use of assistive devices by persons with disabilities when accessing its goods, services, or facilities.

Where the Company provides accessibility equipment or devices, employees will receive appropriate training on their use, as applicable.

Where necessary, the Company will consider alternative measures to enable persons with disabilities to access its goods, services, or facilities.

1.3. Service Animals

The Company welcomes persons with disabilities accompanied by service animals and permits them to be accompanied by their service animals in areas open to the public, unless otherwise excluded by law.

A service animal may be identified through visual indicators, such as harnesses or vests. Where an animal's status as a service animal is not readily identifiable, the Company may request documentation from an appropriate regulated health professional, as permitted by law, confirming that the person requires the animal for reasons relating to their disability.

Where a service animal is excluded by law, the Company will ensure alternative measures to enable the person to access its goods, services, or facilities.

Where allergies, fears, or other competing accommodation needs arise, the Company will work with the individuals involved to identify appropriate arrangements, considering the rights and needs of all parties.

1.4. Support Persons

The Company welcomes persons with disabilities accompanied by a support person. The Company will permit persons with disabilities and their support persons to enter its premises together and will not prevent access to a support person while on the premises.

When communicating with a person with a disability who is accompanied by a support person, employees will communicate directly with the person. Where confidential or personal information needs to be exchanged, the Company will respect the person's privacy preferences and consult with them on the appropriate arrangements.

The Company will only require a person with a disability to be accompanied by a support person where permitted by law, after consulting with the individual, considering available evidence, and determining that the support person is necessary for health or safety reasons and that no other reasonable alternative is available. Where the Company requires a person, any applicable admission fee for that support person will be waived.

Support persons are expected to follow the same applicable rules and regulations as other visitors, subject to any required accommodation.

1.5. Employment

The Company is committed to fair and accessible employment practices and welcomes persons with disabilities in recruitment, employment, training and career development. The Company will take steps to identify, prevent and remove accessibility barriers.

The Company will provide accommodation throughout the recruitment and employment process in accordance with applicable legislation. Employees will be informed of available accommodation

measures, and accessible formats and communication supports will be provided or arranged upon request, in consultation with the employee.

Where required, the Company will provide individualized workplace emergency response information and consider employees' accessibility needs in performance management, career development and redeployment.

1.6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to facilities or services that persons with disabilities rely on to access the Company's goods, services or facilities, the Company will provide notice as soon as practicable.

The notice will outline the reason for the disruption, its anticipated duration, and a description of alternative services or facilities, if available.

Notice will be provided in a manner appropriate to the circumstances.

2. TRAINING

The Company is committed to providing accessibility training to employees, volunteers, individuals involved in developing the Company's policies, and others who provide goods, services, or facilities on its behalf, as applicable.

The training will be appropriate to their duties and provided as soon as practicable.

The training covers the following:

- An overview of the AODA, the applicable standards, and the Ontario *Human Rights Code* as it relates to persons with disability and accommodation.
- The Company's Accessibility Policy and applicable accessible customer service requirements.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person.
- How to use accessibility equipment or devices provided by the Company, where applicable.
- Procedures to follow if a person with a disability experiencing difficulty accessing the Company's goods, services, or facilities.

The Company will provide additional training when relevant accessibility policies, practices, or procedures change.

The Company will maintain appropriate records of accessibility training completed, including training dates and participants.

3. FEEDBACK PROCESS

The Company welcomes feedback from employees and the public regarding accessibility, including the accessibility of its goods, services, facilities and feedback process.

Feedback may be submitted in person, by email, telephone or in writing. The Company will ensure its feedback process is accessible by providing or arranging accessible formats and communication supports upon request.

Feedback will be handled with appropriate confidentiality. The Company will aim to acknowledge and respond to feedback within 10 business days. Where additional time is required, the individual will be informed.

Accessibility complaints will be reviewed, appropriate action will be considered, and the outcome will be communicated to the individual, where applicable.

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4. ALTERNATIVE FORMATS

Upon request, this policy and other applicable information and communications will be made available in accessible formats or with communication supports that take an individual's disability-related needs into account.

The Company will consult with the individual to determine a suitable format or support and provide or arrange it in a timely manner, at a cost no greater than the regular cost charged to others, where required by law.

The Company will notify the public that accessible formats and communication supports are available upon request.