

Statement of Commitment - AODA (Accessibility)

InStore Group of Companies (comprising In-Store Products Limited, Instore Products Solutions Inc., Trinity Plastic Products Inc., In-Store Water Systems Inc. and Indeed Laboratories Inc.) (collectively, “InStore”) is committed to treating all people with dignity and independence. We believe in integration and equal opportunities.

InStore is committed to supporting the goals of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”). InStore will establish policies, practices and procedures from time to time which are consistent with the accessibility standards established under the AODA, to identify, remove and/or prevent barriers to people with disabilities.

InStore will take reasonable steps to ensure that both the standards and regulations of the AODA are adhered to for the following standards:

- Information and Communication,
- Employment,
- Customer Service,
- Design of Public Spaces,

To facilitate this commitment, InStore will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and/or remove barriers and meet the requirements under the Integrated Accessibility Standards regulation passed under the AODA from time to time. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Should you require an alternative format of a this or another document pertaining to the AODA or you wish to provide feedback relating thereto, please contact:

Raza Mian Ahmed
Chief Financial Officer
5181 Everest Drive, Mississauga, ON L4W 2R2
(905) 600-2508
razam@instorecorp.com

This Statement of Commitment may be amended from time to time by InStore in its sole discretion.

Date: December 14, 2023

Accessibility Policy

POLICY STATEMENT

InStore is committed to complying with Ontario's legislation intended to remove and/or prevent barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods, and services, and treating persons with disabilities with dignity and respect in a way that takes their disability into account.

DEFINITIONS

Definitions below are taken from the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA").

"barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice.

"disability" means:

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

POLICY

InStore will take reasonable steps to meet the requirements of the AODA, including the requirements of the *Integrated Accessibility Standards regulation passed under the AODA from time to time*, in connection with the following standards:

1. Information and Communication
2. Employment
3. Customer Service
4. Design of Public Spaces
5. Transportation



InStore will provide training to all applicable employees, volunteers, and independent contractors to ensure they are familiar with our policies, practices, and procedures for communicating with and providing services to persons with disabilities.

Information and Communication

InStore will make its information accessible to people with disabilities by creating materials and supports in accessible formats, and it will notify the public of the types of accessible formats provided.

Further, InStore will deliver alternate formats of information to clients, upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, InStore will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it.

This extends to any emergency procedures or safety information prepared by or on behalf of InStore.

Employment

InStore welcomes and encourages employment applications from people with disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation during all stages of recruitment, hiring, and employment.

If a job applicant with a disability requests accommodation, InStore will consult with the applicant and provide suitable accommodation that takes the person's accessibility needs into account.

When making offers of employment, InStore will notify the successful applicant of its policies for accommodating employees with disabilities.

New employees will be reminded about InStore's job accommodation policies as soon as practicable upon being hired and notified when any future material changes are made to such policies. Policy and practice information may include available employment accommodations that will be provided for job-related matters such as performance management (meaning activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success), career development, emergency response plans, and return to work information.

InStore will consult with an employee with a disability who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

Customer Service

InStore will provide customer service in a manner that removes, prevents or otherwise mitigates barriers for people with disabilities according to the following key principles of the AODA:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to people with disabilities will be integrated with the provision of goods and services to others, unless an alternate measure of providing the goods, service or facility is required by the person with the disability, whether temporarily or on a permanent basis.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services, or facilities InStore has to offer.
- We will communicate with people with disabilities in a manner that takes the individual's disability into account.

Assistive Devices, and Service Animals, Service Dogs or Guide Dogs

Persons with disabilities who use an assistive device will be permitted to use their own device to access the goods and services of InStore.

If a person with a disability is accompanied by a guide dog or other service animal, InStore will take reasonable steps to ensure that the person is permitted to enter the premises with the animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

Support Workers

If a person with a disability is accompanied by a support person, InStore will take reasonable steps to ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

InStore will take reasonable steps to ensure that notice is given in advance if admission fees will be charged to support workers for accessing the goods or services in their role as support person, including how much the fee will be.

Service Interruptions

If there is a temporary disruption in any of InStore's services where InStore determines to provide notice of the disruption to the public, it will do so via several channels and in accessible formats, where available.

Where appropriate, notice of the disruption will include the reason for the disruption, its anticipated duration (if known) and a description of alternative facilities or services, if any, that are available.



Process for Receiving Feedback

InStore will accept feedback about the way in which it provides goods and services to persons with disabilities in person, by phone or email, or in another way that is suitable to a person with a disability.

When a complaint is received about the way InStore provides goods, services, or facilities to persons with disabilities, InStore will let the person who submitted the feedback know about the actions the organization will take to resolve the issue.

At InStore, the person designated to accept feedback is:

Raza Mian Ahmed Chief Financial Officer
5181 Everest Drive, Mississauga, ON L4W 2R2
(905) 600-2508
razam@instorecorp.com

Design of Public Spaces

If InStore redesigns or redevelops an outdoor public space such as a parking area, outdoor eating area or play space, exterior path of travel, or an indoor or outdoor service counter, waiting area or queuing line, it will do so in accordance, in all material respects, with the Design of Public Spaces Standards of the AODA. InStore will also take reasonable steps to ensure any such newly redesigned or redeveloped areas are maintained, in all material respects, in accordance with the requirements of the AODA.

Transportation

InStore does not at this time provide conventional or specialized commercial transportation services to passengers and is therefore not required to adhere to the Transportation Standard of the AODA.

This policy may be amended from time to time by InStore in its sole discretion.

Date: December 14, 2023

Accessible Customer Service Standards Policy

POLICY STATEMENT

This policy is designed to meet the standards (the “Standards”) set forth in Regulation 191/11, Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”). These standards were developed to identify, remove and prevent barriers and increase accessibility for persons with disabilities in the provision of good and services.

PURPOSE

InStore is committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities. InStore is also committed to ensuring its employees are educated and adhere to this policy. InStore will take reasonable steps to ensure that all people are treated and provided customer service in a manner that is consistent with the principles of the AODA: Dignity, Independence, Equal Opportunity and Integration.

POLICY

Customer Service and Communication

InStore will take reasonable steps to ensure that effective customer service and communication is provided to all persons with a disability by adhering to the following:

- Take reasonable steps to ensure that the provision of goods and services to persons with disabilities will be integrated into regular practice.
- Offer and provide alternative measures and/or formats if necessary when requested by an individual with a disability.
- Ensure that, to the extent reasonably possible, accessible goods and services are delivered in a timely manner.
- All material communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

Assistive Devices

Persons with disabilities may require the use of their own assistive devices to access services or goods. An assistive device is any device that is used, designed, made or adapted to assist people in performing a particular task. InStore will take reasonable steps to ensure goods and services are accessible to persons using assistive devices, including training employees in how best to support a customer using an assistive device.

In the case the use of an assistive device poses a further challenge to the accessibility of goods and services or raises a potential safety concern, reasonable efforts will be taken by InStore to accommodate the individual, which may include using an alternative assistive device or providing the same service in a different manner.

Service Animals

InStore is committed to welcoming persons with disabilities who are accompanied by a service animal. InStore will take reasonable steps to ensure that its staff who deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The following terms apply to a person with a disability who is accompanied by a service animal:

- In the event a particular service animal is not allowed by law on or in a particular area of the premises, reasonable steps will be made to accommodate the individual, which may include an alternative form of assistance or providing the same service in a different manner.
- In the event of a valid health and safety issue, reasonable steps will be made to accommodate the individual, which may include an alternative form of assistance or providing the same service in a different manner.
- In the case of service dogs, the law allows them to accompany their owner to go where food is served, sold or offered for sale. The law also states service dogs are not allowed in places where food is manufactured, prepared, processed or handled.
- The owner is responsible for maintaining control of the animal at all times.

Support Persons

InStore is committed to welcoming persons with disabilities who are accompanied by a support person.

The following terms apply to a person with a disability who is accompanied by support person:

- InStore may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary due to health and safety concerns.
- Consent from the person with a disability is required when communicating confidential issues related to the person with a disability, in the presence of a support person.
- If a fee is charged for the admission of a support person, the fee will be communicated and posted.

Notice of Temporary Disruptions

InStore will publicly notify customers if there is a temporary disruption of InStore's services or facilities in which InStore determines to make such notification.

A notice of temporary disruption will include:

- When the disruption will happen if it is a case where it is planned;
- Steps to take to access alternative methods;
- A description of alternative facilities or services if they are available;
- The reason for the disruption; and
- How long the disruption will last (if known).

The notice may be delivered to the public by one or more of the following methods:

- Posting at the main entrances and the source of the disruption;

- Via phone and/or email notification to regular customers or customers with scheduled appointments; and/or
- The impacted company's website.

Feedback Process

A feedback process regarding the provision of goods and services to persons with disabilities has been established. The manner in which feedback may be provided will be in such a way that best suits the person with a disability.

InStore will review all feedback received and respond in a timely manner. If the feedback is of an urgent concern, a response to the person submitting the complaint will be issued as soon as reasonably practicable.

Feedback should be provided to:

Raza Mian Ahmed
Chief Financial Officer
5181 Everest Drive, Mississauga, ON L4W 2R2
(905) 600-2508
razam@instorecorp.com

Training

InStore will take reasonable steps to ensure that all employees and applicable third parties who interact with InStore's customers are provided with appropriate accessibility training.

The training will address:

- The purpose of the AODA;
- Information about relevant InStore policies and procedures (including this policy);
- Best practice on how to communicate with persons with various types of disabilities; and
- Best practice on how to interact with people with disabilities who use assistive devices, require the assistance of a service animal or a support person.

InStore will retain a record of all individuals who have completed the required training.

Notice of Availability of Documents and Alternative Formats

InStore will post notice of the availability of this policy, other documents prescribed by the Standard and the availability of alternative formats upon request. This information will be provided in InStore's Statement of Commitment, which is posted at a conspicuous location for customers, as well on the InStore's website.

This policy may be amended from time to time by InStore in its sole discretion.

Date: December 14, 2023

Information and Communications Standards Policy

POLICY STATEMENT

This policy is designed to meet the information and communications standards (the “Standards”) set forth in Regulation 191/11, Integrated Accessibility Standards (the “IASR”) under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”). This policy applies to the provision of information and communications services by InStore for people with disabilities.

PURPOSE

InStore is committed to creating, providing, and receiving information in a way that is accessible to people with disabilities. When requested by a person with a disability, InStore will provide an accessible form of communication that takes into account the specific needs of the individual. InStore is also committed to ensuring its employees are educated and trained to adhere to this policy. InStore will take reasonable steps to ensure that all people are treated and provided information and communication in a manner that is consistent with the principles of the AODA: Dignity, Independence, Equal Opportunity and Integration.

GENERAL PRINCIPLES

General Principles

In accordance with the IASR, this policy addresses the following:

- A. General Requirements
- B. Accessible Formats and Communication Supports
- C. Emergency Procedures, Plans or Public Safety Information
- D. Feedback Process
- E. Exceptions

A. General Requirements

General requirements applicable to the Standards are outlined as follows.

Establishment of Accessibility Policies and Plans

InStore will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. InStore will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

InStore will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and/or remove barriers and meet its requirements under the IASR. Accessibility

plans will be made available in an accessible format, upon request, and will be posted on InStore's website.

InStore will review and update its accessibility plan at least once every five (5) years.

Training Requirements

InStore will provide training for its employees and volunteers regarding the IASR and the *Human Rights Code* (Ontario) as they pertain to individuals with disabilities.

Training will be provided to all applicable employees as soon as practicable, but no later than required. Training will be provided on an ongoing basis to new employees and as material changes to InStore's accessibility policies occur. InStore will maintain records of who completed the training, including the date of completion.

B. Accessible Formats and Communication Supports

InStore will provide or arrange for the provision of accessible formats (for example, large print, recorded audio and electronic formats, braille) and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual. InStore will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

C. Emergency Procedures, Plans or Public Safety Information

If InStore prepares emergency procedures, plans or public safety information and makes the information available to the public, it will provide the information in an accessible format upon request or with appropriate communication supports, as soon as practicable, upon request.

D. Feedback Process

Where InStore has processes for receiving and responding to feedback, it shall take reasonable steps to ensure that such processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

E. Exceptions

The Standards do not generally apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that InStore does not control either directly or indirectly through a contractual relationship.

Information is regarded as unconvertible where it is not technically feasible to convert, or the technology required to make the conversion is not readily available. In a case where it is determined information is unconvertible InStore will take reasonable steps to ensure that the individual who made the request is provided with an explanation and a summary of the information.



This policy may be amended from time to time by InStore in its sole discretion.

Date: December 14, 2023