Statement of Commitment on Accessibility and AODA Compliance

At Elmira Pet Products, we aim to create an inclusive environment where everyone can participate fully. In line with the Accessibility for Ontarians with Disabilities Act (AODA), we are focused on removing barriers and improving accessibility in all aspects of our operations.

We are committed to accessibility through:

- Inclusive Workplace Practices: We strive to create a workplace where all employees feel valued and supported. This includes implementing accessible hiring practices, providing necessary accommodations, and fostering an inclusive culture.
- Accessible Customer Service: We seek to provide barrier-free access to our goods and facilities for all customers. Where barriers cannot be removed, we will provide alternate means for accessing goods or facilities to the best of our ability. This includes physical accessibility, as well as accessible communication and customer service practices.
- Ongoing Training and Education: We provide continuous training for our staff on accessibility standards and best practices. This ensures that our team is well-equipped to meet the needs of individuals with disabilities.
- Compliance and Continuous Improvement: We are committed to complying with all AODA requirements and continuously seeking ways to improve our accessibility. Regular assessments and feedback mechanisms are in place to ensure we meet and exceed these standards.

We look forward to working with our employees, customers, and the broader community to uphold these principles and continually enhance our accessibility efforts.

We invite feedback on our progress. Please submit feedback in one of the following ways:

- In writing to Human Resources, Accessibility Office at 35 Martin's Lane P.O. Box 100 | Elmira, Ontario, Canada | N3B 2Z5
- By e-mail to accessibility@elmirapet.ca
- By telephone to 519-669-3330

Bryan Cook
CEO