

LAKE OF THE WOODS BREWING COMPANY INC.

MULTI-YEAR ACCESSIBILITY PLAN

MESSAGE FROM THE PRESIDENT AND CEO

Lake of the Woods Brewing Company (LOWBrewCo) is committed to excellence in serving and providing our goods, services and facilities to all our customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

We will pursue the changes or new ideas that make sense and can benefit the aim of accessibility.

INTRODUCTION

LOWBrewCo is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This Plan outlines our approach to meet those requirements and to improve the experience that people with disabilities have when visiting our facilities.

Meetings called by the President and CEO are held at least on an annual basis, specifically to discuss the topic of accessibility, to identify accessibility projects that the company should undertake and progress on any on-going projects. Such meetings are attended by the Chairman of the company's Joint Health and Safety Committee to gather any input from that valuable source.

As elements of our ongoing efforts, we ensure training of our employees as soon as practical after being hired and at such times to ensure they are made aware of any changes to relevant policies. Training records are maintained showing who was trained and the dates training was provided.

In addition to reacting to changes in policy, we lean heavily on input we receive from our customer base wherein they are welcome to provide comment on accessibility including critique on their experience with us.

To note that we are a long-time employer of personnel with disabilities. They have been openly accepted by management and employees and provided whatever guidance and assistance that has been necessary in their daily routine, as well as being welcome participants in company social activities.

This plan is reviewed and updated at least once every 5 years.

SECTION 1

PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

LOWBrewCo operates two facilities in the City of Kenora. The first, on 350 Second Street South is a repurposed Firehall, renovations to which were completed in 2013. At the time of renovation, any changes to the original construction were incorporated to ensure accessibility for our customers. The following accessibility related features were incorporated:

- A designated handicap parking stall
- A street level entry into the building for patrons using wheel chairs with “push-to-open” door system at one of the two entry doors
- A ramp connecting the retail segment of the building to the restaurant section for wheel chair patrons to easily traverse the change in floor level from one section of the building to another
- Bathroom entries as well as stalls which allow wheelchair entry
- Training of staff to recognize and allow entry to patrons using guide dogs

The second facility, located at 1415 Valley Drive is primarily a 20,000 square foot production facility created out of its former use as a storage warehouse. It is not open to the general public. However, the adjacent “Brewer’s Village” is a seasonal, fair weather, out doors area surrounded by repurposed sea cans and several other small buildings. The repurposed structures are used for sale of food and beverages as well as retail sales of assorted crafts. This area was developed in 2024 and incorporated accessibility requirements into the construction plan. As example, ramps allow wheelchair access from ground level to food and beverage serving areas.

SECTION 2

STRATEGIES AND ACTIONS

CUSTOMER SERVICE

LOWBrewCo is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

LOWBrewCo will devote effort to this program in doing the following:

- Regular meetings of management and employees to explore areas where improved operations are possible
- Regular review of feedback received either on site from customers or commentary received through the company website
- Initiation of projects to address accessibility issues resulting from above noted reviews

INFORMATION AND COMMUNICATIONS

LOWBrewCo is committed to a continuation of our program to make our information and communications accessible to people with disabilities.

Specifically:

- We will periodically review our website content to ensure that accessibility related information has been updated and that our contact information and instructions are updated if necessary
- We will ensure diligence in reviewing and responding to comments relating to accessibility which are received from our customers, either on visits to our facilities or as emails received through our website

EMPLOYMENT

LOWBrewCo is committed to fair and accessible employment practices. Going forward, we will continue to work with local Kenora organizations to explore employment opportunities within the company for people with disabilities. To note that is an ongoing activity and not simply a one time objective.

SELF SERVICE KIOSKS

LOWBrewCo is committed to ensuring that accessibility features are prominent in any self-service kiosks which are procured for use at LOWBrewCo business locations.

It is contemplated that a self-service cash ATM will be obtained for use at the “Brewer’s Village” location at 1415 Valley Drive. LOWBrewCo will ensure that this acquisition (may be a rental unit) will meet accessibility guidelines. Likely timeline for this acquisition is summer 2025.

ADDITIONAL CUSTOMER FEATURES

Since the general public does not have access to the toilet facilities in the building housing beverage production at LOWBrewCo’s 1415 Valley Drive location, portable toilet facilities must be provided on a seasonal basis. Cost studies have shown this to be more cost effective than establishing permanent toilet facilities to service the Brewer’s Village business element at that location.

LOWBrewCo will ensure that, going forward, the portable toilet arrangement established each year will meet accessibility requirements.

FOR MORE INFORMATION

This Accessibility Plan is posted on the company website www.lowbrewco.com. Copies may be downloaded from the website. Comments may be forwarded to taras@lowbrewco.com.