


Message from the General Manager

TerrAscend Canada Inc. is committed to improving accessibility and inclusion throughout the organization by:

- Identifying, removing, and preventing barriers for people with disabilities and meeting our accessibility requirements under Ontario's Accessibility Laws
- Committing to treating people with disabilities in ways that allow them to maintain their dignity and independence.

We believe in inclusion, and we are committed to meeting the needs of people with disabilities in a timely manner. This commitment fits well with our overall focus at TerrAscend Canada to attract and retain top talent, preserve strong core values and ensuring our goods, services, and facilities are as inclusive as possible. Furthermore, we will align with the Accessibility for Ontarians with Disabilities Act (AODA) and the Government of Ontario's goal of an accessible Ontario by 2025.

DocuSigned by:

Veronique Hamel
General Manager
Date: June 28, 2021

This document includes a summary of the accessibility initiatives that TerrAscend has completed.

Customer Service

TerrAscend can confirm that it has remained in compliance with the Customer Service Standard.

Feedback Process

Customers can provide feedback on the accessibility of our premises and our services. Feedback can be communicated to management via email at hr@terrascend.com. The individual making the inquiry will be asked if they would like to receive a response to their feedback and how they would like to be contacted. The HR Department will respond to feedback within three (3) weeks.

Status: Compliant



TRAINING:

The Company will provide training to all of its employees regarding the provisions and ways to ensure accessible programs, goods, and services. Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices, and procedures. Training will also be provided to any new employees as part of their onboarding process within three weeks of employment. A record of all training will be kept.

Status: Compliant

I. INFORMATION AND COMMUNICATIONS:

Accessible Website and Content

All website design and redesign will meet Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

Status: Compliant

Accessible Formats and Communications Support

The Company is committed to providing or arranging accessible formats and communication supports for persons with disabilities upon request, in a timely manner that takes into account the person's disability. We will consult with the person making the request to determine their information and communication needs.

Status: Compliant

II. EMPLOYMENT:

Recruitment and Selection

As part of the recruitment process, the Company will indicate on job postings that, upon request, accommodation is available for applicants with disabilities. If an applicant requires accommodation, we will consult with the applicant and provide a suitable accommodation to the point of undue hardship, taking into account the applicant's accessibility needs.

Status: Compliant



Accessible Formats and Communications Support for Employees with Disabilities

Upon request, the Company will consult with employees to arrange for or provide accessible formats and communication supports for information that is needed to perform the employee's job, and any information generally available to employees in the workplace.

Status: Compliant

Accommodation Plan and Return to Work Process

The Company has revised the company Accommodation and Return to Work plan to comply with the AODA.

Status: Compliant

Performance Management and Job Development

The Company will review and consider individual accommodation plans or accessibility needs when conducting performance appraisals for the purpose of performance management and career development.

Status: Compliant

III. DESIGN OF PUBLIC SPACES:

The Company will meet accessibility requirements when constructing or making major modifications to public spaces, which include accessible parking, outdoor paths of travel, and services related elements such as counters and public washrooms.

Status: Compliant

TerrAscend Canada plans between 2021- 2026 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities in the following ways:

Customer Service

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



2021:

- Continue to train staff on Accessibility and Inclusion.
- Continue to monitor and ask for feedback from customers.

Employment

TerrAscend Canada is committed to fair and accessible employment practices.

2021:

- Continue to consult with employees to arrange for or provide accessible formats and communication supports for information that is needed to perform the employee's job.
- Increase employment and other opportunities for under-represented populations.
- Provide workstation reviews upon request to ensure the office set up and equipment meet the needs of employees with disabilities.

Information and Communications

TerrAscend Canada is committed to making our information and communications accessible to people with disabilities.

2021:

- Provide education to key staff on how to create accessible documentation.

Contact

For more information on this accessibility plan, please contact Human Resources, TerrAscend Canada at (855) TERRA-95 or hr@terrascend.com.

Standard and accessible formats of this document are free on request from hr@terrascend.com.