



Accessibility Standards Company Policy

Accessible Customer Service:

Greenhills Valley Holdings Ltd. shall make reasonable efforts to ensure that its policies, procedures and practices as amended from time to time are consistent with the following principles:

- a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities. **All measures and protocols for COVID-19 will be followed while doing so by our employees and customers alike.**
- b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Assistive Devices:

Greenhills Valley Holdings Ltd. permits a person with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by Greenhills Valley Holdings Ltd..

Communication:

Greenhills Valley Holdings Ltd.'s employees, when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability.

Service Animals and Support Persons:

Greenhills Valley Holdings Ltd. shall allow a person with disability, who requires to be accompanied by a support person or guide dog into Greenhills Valley Holdings Ltd. premises that are owned or operated public facilities. The person is permitted to keep the guide dog them unless the animal is otherwise excluded by law.

Responsibilities

Responsibilities of Management:

- Educate employees and ensure compliance with all aspects of the policy.
- Demonstrate behaviours that are consistent with the policy.
- Provide support and guidance to staff members in fulfilling the policy.
- Ensure all staff members are trained according to the requirements of the legislation.
- When aware of areas of non-compliance ensure appropriate action is taken.

Responsibilities of Employees:

- Comply with all aspects of the policy.
- Demonstrate behaviours that are consistent with the policy.
- Participate fully in training as it relates to this policy.
- When aware of areas of non-compliance ensure the supervisor or manager is notified.
- **Follow all protocols and measures for COVID-19 when interacting with other team members and customers.**

For further questions, please reach out to info@greenhillslondon.com.

Date: January 1, 2027

Signature:

A handwritten signature in black ink that reads "Brian Ublansky". The signature is written in a cursive, flowing style with a large initial 'B'.

Title: Owner

