



## Multi-Year Accessibility Plan

Effective Date: July 29, 2016

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### Purpose:

In 2005, the Ontario Government passed the Accessibility for Ontarian with Disabilities Act (AODA), to make Ontario a more accessible province, by 2025. The Act has introduced a phased in approach to the implementation of requirements through its regulations. This Multi-Year Accessibility Plan outlines the actions put in place to make our workplace more inclusive and improve opportunities for persons with disabilities.

### Scope:

Our Accessibility Policy and associated procedures applies to all employees at all of our stores, warehouses and offices, including contractors, students, volunteers, or any other individual performing work or providing services on behalf of N. Tepperman Ltd. (Tepperman's).

### Statement of Commitment:

Tepperman's is committed to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements, under the Act and regulations.

### Plan:

Tepperman's is committed to excellence in serving all customers with disabilities while accessing our products and services. Our Accessibility Plan will comply with the Act and its regulations, and is applicable to all policies, procedures and practices of Tepperman's.

## Multi-Year Accessibility Plan for N. Tepperman Ltd. (Tepperman's)

### Integrated Standards General Requirements

Initiative	Description	Action	Status	Compliance Date
Establishment of Accessibility Policies	Develop, implement and maintain policies governing how the organization achieves, or will achieve, accessibility through meeting its requirements under the Integrated Accessibility Standards. This also includes developing and posting a Statement of Commitment.	Policy drafted, approved and posted.  Reviewed and revised July 2016.	Completed	January 1, 2014
Accessibility Plans	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the company's strategy to prevent and remove barriers and meet its requirements under the Act and its regulations. The plan must be posted on the company website and provided in an accessible format upon request. It must be reviewed and updated regularly, at least once every five (5) years.	Plan has been approved and implemented.  Reviewed and revised July 2016.  Plan is available with contact information posted on website.	Completed  To be reviewed every 5 years	January 1, 2014
Self-Serve Kiosks	The company must consider the accessibility needs for persons with disabilities when designing, procuring or acquiring self-service kiosks (an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products.)	Any new purchases will comply with the accessibility requirements.	Completed and ongoing as required	January 1, 2014
Training	Training on the requirements of the Integrated Accessibility Standards and on the aspects of the Human Rights Code, as it pertains to persons with disabilities, must be provided to all employees and volunteers, persons who participate in developing the organization's policies, and other persons who provide goods, services or facilities on behalf of the company.  Training will be appropriate to the duties of the participants and provided as soon as practicable. Additional training will be provided in respect of any changes to the policies or practices of the company as it relates to this plan.	Tepperman's has provided training to all current employees, volunteers and other persons as required. We will continue to provide ongoing Accessibility training when our policy, practices and/or legislation changes.  Training records have been maintained.	Completed and ongoing as required	January 1, 2015

	Training records will be maintained, including the dates on which the training is provided and the number of individuals to whom it is provided.			
Accessibility Report	Complete government Accessibility Reports	Accessibility reports must be completed as per the government schedule.	Previous reports completed as required.	Report completed December 31, 2017

### Customer Service Standard

Initiative	Description	Action	Status	Compliance Date
Customer Service Policy	Establishment of Accessible Customer Service Policy	<p>Tepperman's developed and implemented the Accessible Customer Service Policy.</p> <p>Policy was revised and merged into Integrated Accessibility Policy.</p>	<p>Completed in November 2011</p> <p>Revised July 2016</p>	January 1, 2012
Training	<p>Training, as required by the Accessibility Standards for Customer Service, to be provided as soon as practicable and as appropriate for an individual's job duties.</p> <p>The training will include:</p> <ul style="list-style-type: none"> <li>• A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005;</li> <li>• The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);</li> <li>• How to interact and communicate with persons with various types of disabilities;</li> <li>• How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person;</li> <li>• What to do if a person with a disability is having difficulty accessing the company's goods or services;</li> <li>• Instructions on company policies, procedures and practices pertaining to the provision of goods or services to persons with disabilities.</li> </ul> <p>Records will be kept indicating the date and training provided.</p>	<p>Tepperman's has provided all employees with training as required by the Accessibility Standards for Customer Service.</p> <p>All new employees will receive the training as part of their orientation.</p>	Completed and ongoing as required	January 1, 2012

Interruption of Service	In the event of a temporary disruption of service, the company will give notice of the disruption to the public. Notice must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any are available.	Tepperman's has developed a process for notifying the public of disruptions at any of our locations.	Completed	January 1, 2012
Customer Feedback System	Provide a feedback process for customers with disabilities to comment on the manner in which the company provides goods or services to persons with disabilities. Feedback should be collected using multiple methods (phone, email, comment cards, etc.). The process will specify the actions that the company will take if a complaint is received.	Tepperman's has developed a process for collecting feedback and posted this information on the company website.	Completed	January 1, 2012

**Information and Communication Standard**

<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>	<b>Compliance Date</b>
Emergency and public safety information accessible to the public	Review emergency and public safety information provided such as information about alarms and other emergency alerts and develop a process for responding to requests and supports.		Completed	January 1, 2012
Feedback	Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Tepperman's has developed a process for responding to requests for alternative formats or communication supports, upon request.	Completed	January 1, 2015
Accessible Formats & Communication Supports	<p>Accessible Formats and Communication Supports to be made available to the public in a timely manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.</p> <p>Determining the suitability of an accessible format or communication support will be in consultation with the individual making the request.</p> <p>The company will also notify the public about the availability of accessible formats and communication supports.</p>	Tepperman's will continue to, upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs.	Completed	January 1, 2016

Accessible Websites & Web Content	All new internet websites and web content on those sites must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in the regulations.	Tepperman's currently meets, and will continue to meet, the Web Contents Accessibility Guidelines (WCAG) 2.0, Level A, in regards to its websites and web content.  By January 1, 2021, Tepperman's will conform with WCAG 2.0, Level AA, in regards to its website and web content.	Completed  To be completed by 2020	January 1, 2014  January 1, 2021
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**Employment Standard**

<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>	<b>Compliance Date</b>
Recruitment, Assessment or Selection Process and Notice to Successful Applicants	During a recruitment process, notification will be provided (to employees and the public) about the availability of accommodations for applicants with disabilities. Job applicants who are individually selected to participate in the selection process will be notified that accommodations are available, upon request. Accommodations, that take into consideration the individual's accessibility needs due to disability, will be determined in consultation with the individual making such request and suitable arrangements will be provided. Successful applicants will be notified of company policies for accommodating employees with disabilities.	Tepperman's will notify job applicants that accommodations are available upon request.  An applicant requesting an accommodation shall be consulted in order to ensure the accommodation is suitable and takes into account the applicant's accessibility needs.  Tepperman's will continue to identify barriers that exist and work towards eliminating these.	Completed	January 1, 2016
Informing Employees of Supports	Employers will inform its employees, and new hires, of its policies used to support its employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs.	Tepperman's will continue to inform current and new employees of its policies for accommodating and supporting employees	Completed	January 1, 2016

	Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	with disabilities and of any changes.  This will be done either through training sessions, postings and/or memos.		
Accessible Formats & Communication Supports for Employees	Upon request, the employer will consult with an employee with a disability to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> <li>(a) information that is needed in order to perform the employee's job; and</li> <li>(b) information that is generally available to employees in the workplace.</li> </ul>	Tepperman's will, upon request, provide or arrange for the provision of accessible formats and communication supports to employees with disabilities in a timely manner, taking into account the person's accessibility needs.	Completed	January 1, 2016
Workplace Emergency Response Information	The company will provide individualized workplace emergency response information to employees with a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. This will be completed as soon as practicable after the employer becomes aware of the need for accommodation.  If an employee who receives individualized workplace emergency response information requires assistance, and after receiving the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to assist the employee.  The individualized workplace emergency response information will be reviewed: <ul style="list-style-type: none"> <li>(a) when the employee moves to a different location in the organization;</li> <li>(b) when the employee's overall accommodation needs or plans are reviewed; and</li> <li>(c) when the employer reviews its general emergency response policies.</li> </ul>	Tepperman's will create an individual emergency evacuation plan for any employee who discloses they require accommodation.	Complete and subject to ongoing review	January 1, 2012

<p>Documented Individual Accommodation Plans</p>	<p>Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The employer will provide individual plans to help employees with disabilities during an emergency and/or provide emergency information that's formatted so an employee with a disability can understand it. This written process will include:</p> <ul style="list-style-type: none"> <li>• the employee participation methods in the development of the individual accommodation plan.</li> <li>• the means by which the employee is assessed on an individual basis.</li> <li>• the manner in which the employer can request a 3<sup>rd</sup> party medical evaluation, at the employer's expense, to determine if and how accommodation can be achieved.</li> <li>• the manner in which the employee can request the participation of a representative from their bargaining agent, where applicable, or otherwise a representative from the workplace, in the development of the accommodation plan.</li> <li>• the steps taken to protect the privacy of the employee's personal information.</li> <li>• the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>• the manner in which an individual accommodation plan will be denied, with applicable reasons for the denial provided to the employee.</li> <li>• the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ul>	<p>Tepperman's has in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>Completed</p>	<p>January 1, 2016</p>
<p>Return to Work Process</p>	<p>The employer will develop, implement and document a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will outline the steps the employer will take to facilitate the employee's return to work and use individual documented accommodation plans, as part of the process.</p>	<p>Tepperman's has in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work.</p>	<p>Completed</p>	<p>January 1, 2016</p>

	The return to work process referenced in this section does not replace or override any other return to work process created by, or under, any other statute.			
Performance Management, Career Development & Advancement and Redeployment	Performance management, career development and redeployment processes need to take into consideration the needs of employees with disabilities, as well as any individual accommodation plans.	Tepperman's will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans for employees with disabilities.	Completed	January 1, 2016

### Transportation Standard

Initiative	Description	Action	Status	Compliance Date
Provide accessible vehicles or equivalent services upon request	When transportation services are provided/contracted, ensure transportation provider adheres to accessibility requirements and standards.	Transportation standard does not apply to Tepperman's	N/A	N/A

### Built Environment Standard

Initiative	Description	Action	Status	Compliance Date
New or redeveloped spaces need to be accessible	Requirement applies to new construction and/ or major changes to existing public spaces, such as parking lots. It also applies to newly constructed service counters and fixed queuing guides and newly constructed or redeveloped waiting areas (inside or outside). Public spaces will meet the requirements specified in the Ontario Building Code and the AODA standards and regulations.		Completed and ongoing	January 1, 2017
Include procedures for preventative and emergency maintenance of the accessible	Preventative and emergency work order system in place to ensure all facilities are well maintained		Completed and ongoing	January 1, 2017



elements in public spaces				
Procedures for dealing with temporary disruptions when accessible elements under this standard are not in working order.	When temporary disruptions occur, notice is posted electronically and signage is placed at the location which provides alternative accessible routes/locations.		Completed and ongoing	January 1, 2017

### For More Information

For more information on this accessibility plan, please contact the Human Resources Department at:

Phone: (519) 969-9700 ext.1488 or Toll-free: 1 (800) 265-5062

Email: [HR@teppermans.com](mailto:HR@teppermans.com)

### Accessible formats

This document is available, free of charge, in accessible formats and can be requested from the Human Resources Department.

### Revision Control Log

Revision	Revision Date	Change	Revised By
0	June 26, 2014	Initial Release*	Human Resources
1	June 30, 2016	All pages	Human Resources
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