AODA Multi-Year Accessibility Plan and Statement of Commitment

TEPPERMAN'S	Revision Date: **November 2025**	Revision Level: 3
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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 plan has been developed in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, the Integrated Accessibility Standards Regulation (O. Reg. 191/11), as amended, and the Ontario Human Rights Code.
The Act introduced a phased approach to the implementation of accessibility requirements through its regulations. This Multi-Year Accessibility Plan outlines the actions Tepperman's has put in place to make our workplace more inclusive, remove barriers, and improve opportunities for people with disabilities.

Scope

Our Accessibility Policy and associated procedures apply to all employees at all of our stores, warehouses, and offices, including contractors, students, volunteers, and any other individual performing work or providing services on behalf of 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 identifying and removing barriers to accessibility. All employees, volunteers, and members of the public will have equal access to our goods, services, and employment opportunities.

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.

Responsibilities

The Human Resources Department is responsible for coordinating, monitoring, and maintaining this plan, ensuring staff training, tracking compliance, and addressing accessibility-related requests or complaints. Managers and supervisors are responsible for implementing the plan in their departments and ensuring employees understand their responsibilities.

Monitoring and Continuous Improvement

Tepperman's will monitor progress on this plan annually, evaluate the effectiveness of accessibility initiatives, and update the plan at least once every five years, or sooner if legislative changes or internal process changes occur. Updates and achievements will be communicated through internal channels and publicly via our website.

Accessible Formats

This document is available in accessible formats, free of charge, upon request from the Human Resources Department, including large print, Braille, audio, and electronic formats compliant with WCAG 2.1 Level AA.

Integrated Standards General Requirements				
Initiative	**Description**	**Action**	**Status**	**Compliance Date**
Establishment of Accessibility Policies	Develop, implement, and maintain policies governing how the organization achieves accessibility under the Integrated Accessibility Standards. Includes developing and posting a Statement of Commitment.	Policy drafted, approved, and posted. Reviewed in December, 2023.	Completed	January 2014
Accessibility Plans	Establish, implement, maintain, and document a multi-year accessibility plan outlining strategies to prevent and remove barriers and meet requirements under the Act and its regulations. Must be posted online and provided in an accessible format upon request.	Plan approved and implemented. Reviewed and revised in accordance with the revision control log located on the last page	Completed and to be reviewed every 5 years	January 2014

Initiative	Description	Action	Status	Compliance Date
Self-Serve Kiosks	Consider accessibility needs for persons with disabilities when designing, procuring, or acquiring self-service kiosks.	Any new purchases comply with accessibility requirements.	Completed and Ongoing	January 2014
Training	Training on the Integrated Accessibility Standards and Human Rights Code requirements, tailored to duties, provided to employees, volunteers, policy developers, and service providers. Additional training provided when policies/practices change.	Training completed for all employees, volunteers, and service providers. Training records maintained with dates and participant counts. Ongoing training provided for legislative or policy updates.	Completed and Ongoing	January 2015
Accessibility Report	Complete government Accessibility Reports as per schedule.	Previous reports completed. Next report due 2026.	Completed	December 2017; June 2021

Customer Service Standard				
Initiative	**Description**	**Action**	**Status**	**Compliance Date**
Customer Service Policy	Establishment of Accessible Customer Service Policy	Policy developed, merged into Integrated Accessibility Policy	Completed; Revised July 2016; Reviewed Dec 8, 2023	January, 2012
Training	Training as required by the Accessibility Standards for Customer Service, including purposes of AODA, customer interaction, assistive devices, service animals/support persons, handling accessibility difficulties, and company policies.	Training provided to all employees. All new employees receive training as part of orientation.	Completed and Ongoing	January, 2012
Interruption of Service	Notify the public of temporary service disruptions, including reason, duration, and alternative services.	Process developed and implemented.	Completed	January 2012
Customer Feedback	Provide multiple accessible channels for feedback and outline follow-up actions.	Process developed; feedback information posted online.	Completed	January 2012

Information & Communication Standard				
Initiative	**Description**	**Action**	**Status**	**Compliance Date**
Emergency & Public Safety Info	Make emergency information accessible.	Process developed for requests and supports.	Completed	January 2012
Feedback	Accessible feedback processes, including alternative formats on request.	Process developed for responding to accessibility requests.	Completed	January 2015
Accessible Formats & Communication Supports	Provide accessible formats timely and at no greater cost than standard formats, in consultation with the requester.	Procedures in place to ensure accessibility needs are addressed in consultation with individuals requesting support.	Completed	January 2016
Accessible Websites & Web Content	New websites and content must meet WCAG 2.0 Level A, increasing to Level AA: Updated to WCAG 2.1 Level AA by January 1, 2021.	Website currently meets standards.	Completed	January 2014; Jan 2021

Employment Standard				
Initiative	**Description**	**Action**	**Status**	**Compliance Date**
Recruitment & Selection	Notify applicants of availability of accommodations. Consult applicants regarding accommodation needs.	Policies implemented. **Proactive identification and removal of barriers in recruitment processes.**	Completed	January 2016
Informing Employees	Inform employees and new hires of policies supporting employees with disabilities.	Policies communicated via training, postings, and memos.	Completed	January 2016
Accessible Formats for Employees	Provide accessible formats and communication supports upon request for job-related and general workplace info.	Process in place for timely accommodation.	Completed	January 2016
Workplace Emergency Response	Provide individualized emergency information to employees who require it.	Individual plans are created for employees requesting accommodation.	Completed & Ongoing	January 2012
Documented Individual Accommodation Plans	Written process for developing accommodation plans, including privacy, assessments, third-party medical evaluations, and review/update procedures.	Process in place	Completed	January 2016
Return to Work Process	Documented process for employees returning from disability-related absences.	Process in place	Completed	January 2016
Performance Management, Career Development & Redeployment	Take accessibility needs and accommodation plans into account.	Procedures updated and implemented	Completed	January 2016

Transportation Standard				
Initiative	**Description**	**Action**	**Status**	**Compliance Date**
Accessible Vehicles	Ensure transportation providers meet accessibility standards.	Not applicable to Tepperman's.	Not Applicable	Not Applicable

Built Environment Standard				
Initiative	**Description**	**Action**	**Status**	**Compliance Date**
Accessible Spaces	New or redeveloped public spaces comply with Ontario Building Code and AODA standards.	Completed & ongoing	January 2017	By 2025
Preventative & Emergency Maintenance	Maintain accessible elements of public spaces.	Work order system in place.	Completed & ongoing	January 2017
Temporary Disruptions	Procedures for notifying public of disruptions and alternative routes.	Signage and electronic notice implemented.	Completed & ongoing	January 2017

Document Distribution and Control Notice

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Notes:

The controlled master version is the authoritative source; printed versions may not reflect the most recent updates.
Users should always verify the current version in the approved electronic repository before referencing or using this document.

Revision Control Log

Revision	Date	Description	Prepared By
0	June, 2014	Initial Release	Human Resources
1	June, 2016	Update	Human Resources
2	December, 2023	Update	Human Resources
3	November, 2025	Update	Human Resources

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