| TEPPERMAN'S | **Diversity, Equity, Inclusion, and Accessibility (DEIA) Policy** |
|---|---|
| **Policy Owner:** | Human Resources Department |

## 1. Overview

N. Tepperman Limited (Tepperman's) is committed to fostering an inclusive, equitable, diverse, and accessible environment for all employees, customers, and stakeholders. We recognize that diversity enriches workplace interactions, drives innovation, and strengthens our ability to serve our communities. Tepperman's actively works to identify and remove barriers to equity, inclusion, and accessibility, whether systemic, physical, or otherwise.
This policy aligns with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Ontario Human Rights Code (OHRC), the Employment Standards Act, and other applicable legislation, ensuring that accessibility, equity, and inclusion are embedded in all practices and procedures.

## 2. Purpose

The purpose of this policy is to demonstrate Tepperman's commitment to diversity, equity, inclusion, and accessibility, while providing a clear framework for equitable and accessible practices in the workplace. It establishes consistent procedures for preventing and addressing barriers to inclusion and accessibility and fosters a respectful, safe, and innovative environment for all employees, customers, and stakeholders.

## 3. Scope

This policy applies to all employees, contractors, vendors, volunteers, and third parties who interact with Tepperman's customers or provide services on behalf of the organization. It encompasses conduct and practices related to hiring, onboarding, employment, workplace interactions, training, service delivery, decision-making, and accessibility accommodations. Additionally, it covers the delivery of goods, services, and opportunities, ensuring full participation of all individuals, regardless of identity or disability.

## 4. Definitions

- **Diversity:** The range of characteristics that make individuals unique, including but not limited to skills, experience, sex, gender identity, race, culture, ethnicity, sexual orientation, income, disability, age, and language.
- **Equity:** The process of recognizing and addressing differences to achieve fairness in all aspects of life.
- **Inclusion:** The practice of creating an environment that promotes a sense of belonging, where everyone feels respected and valued for their uniqueness.
- **AODA:** The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario legislation designed to identify, remove, and prevent barriers faced by people with disabilities. The Act establishes accessibility standards in key areas such as customer service, information and communications, employment, transportation, and the built environment, with the goal of making Ontario fully accessible by 2025.
- **Accessibility:** Ensuring that individuals with disabilities can fully participate in programs, services, and workplaces without barriers.
- **Disability:** As defined under the OHRC, disability includes physical, mental, developmental, or learning impairments, as well as conditions such as diabetes, epilepsy, and hearing or vision loss.
- **Barrier:** Anything that prevents a person from fully participating in society, whether physical, architectural, attitudinal, technological, or systemic.
- **Accessible Formats:** Formats that are accessible to individuals with disabilities, such as large print, braille, audio, or electronic formats compatible with assistive devices.
- **Assistive Device:** Any device used by individuals with disabilities to assist them with daily living or activities, such as wheelchairs, screen readers, or hearing aids.
- **Accommodation:** Adjustments to the workplace, policies, practices, or environment that enable individuals to perform their job duties or access services equally.
- **Individual Accommodation Plan (IAP):** A written plan developed to address the specific accessibility needs of an employee with a disability.
- **Unconscious Bias:** Implicit attitudes or stereotypes that influence understanding, actions, and decisions in an unintentional way.

## 5. Policy

### 5.1 Commitment to DEIA

Tepperman’s is dedicated to embedding the principles of diversity, equity, inclusion, and accessibility into all organizational practices. We recognize that every individual brings unique perspectives and abilities, and we are committed to ensuring that all employees and customers have equitable access to opportunities, resources, and services.

### 5.2 Customer Service and Accessibility

Tepperman’s provides accessible customer service to all individuals, including those with disabilities. Employees are trained on effective communication and interactions, including the use of assistive devices, service animals, or support persons. Temporary service or facility disruptions that affect accessibility are communicated promptly, including expected duration and alternative solutions.

### 5.3 Information and Communication

Tepperman’s ensures that information is accessible to all individuals, including those with disabilities. Accessible formats, such as large print, braille, audio, or electronic formats compatible with assistive devices, are available upon request.
All online content will comply with WCAG 2.0 Level AA, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).
Where feasible, Tepperman’s will consider WCAG 2.2 guidelines as a best practice to enhance accessibility and user experience.

### 5.4 Employment Equity and Accessibility

Tepperman’s treats employees equitably, regardless of identity, background, or disability. Accessibility and inclusion are integrated into recruitment, hiring, onboarding, performance management, career development, and redeployment processes. Job-related information is available in accessible formats, and Individual Accommodation Plans are provided as needed. Employees requiring accessible emergency response information will receive appropriate accommodations.

### 5.5 Recruitment, Hiring, and Representation

Applicants are informed of available accommodations during recruitment. Job postings include statements about accessibility and accommodation availability. Representation and equitable opportunities are prioritized across all levels of the organization.

### 5.6 Inclusive Workplace Environment

Tepperman’s fosters an environment where employees feel a sense of belonging and respect. Employees are encouraged to express their individuality without fear of discrimination, harassment, or exclusion. Leadership models inclusive behaviours and actively addresses bias.

### 5.7 Addressing Unconscious Bias

Training and education programs are provided to all employees to recognize and mitigate unconscious bias. Leaders are expected to model inclusive behaviours and address bias in decision-making, interactions, and practices.

### 5.8 Workplace Emergency Response

Employees with disabilities receive individualized emergency response information, developed in consultation with the employee and shared with designated personnel with consent. Tepperman’s ensures safe evacuation and response accommodations.

### 5.9 Individual Accommodation Plans

Written Individual Accommodation Plans are developed collaboratively with the employee, management, and Human Resources. Plans address specific needs, including support and performance monitoring.

### 5.10 Early and Safe Return to Work

Tepperman’s supports the early and safe return to work of employees requiring disability-related accommodations. This process involves collaboration among management, HR, employees, and relevant third parties.

### 5.11 Performance Management, Career Development, and Redeployment

Accessibility and equity needs are considered in performance management, career development, advancement, and redeployment processes. Individual Accommodation Plans are reviewed annually to ensure effectiveness.

### 5.12 Design of Public Spaces

Tepperman’s maintains accessible public spaces in accordance with legal standards. Renovations or new designs incorporate accessible parking, service counters, and

washrooms. Temporary disruptions are managed with alternative solutions to maintain accessibility.

### 5.13 Compliance with Legislation

Tepperman's is committed to compliance with all applicable legislation, including the AODA, OHRC, and the Employment Standards Act, to protect human rights and promote equity, inclusion, and accessibility.

### 5.14 Reporting and Resolving Concerns

Employees are encouraged to report any practices or behaviours that may be discriminatory, exclusionary, inequitable, or non-compliant with accessibility standards. Concerns can be raised directly to Human Resources and will be addressed promptly, confidentially, and without fear of reprisal. All feedback or concerns should be directed to:

**Human Resources Department**

2595 Ouellette Avenue

Windsor, Ontario

N8X 4V8

Toll-free: 1 (800) 265-5062

Email: hr@Teppermans.com

https://www.teppermans.com

## 6. Abuse of Policy

Employees and stakeholders are expected to act in good faith. Misuse of this policy, including false claims of discrimination, bias, or accommodation needs, may result in disciplinary action or withdrawal of services.

## 7. Questions and Assistance

For any questions or further assistance, consult management or Human Resources.

## 8. Regular Review and Updates

This policy will be reviewed annually to maintain compliance with legal standards and Tepperman's business needs.

**Revision Control Log**

| Revision | Date | Description | Prepared By |
|---|---|---|---|
| 0 | January, 2023 | Initial Release | Human Resources |
| 1 | October, 2024 | Update | Human Resources |
| 2 | November, 2025 | Update | Human Resources |