

Integrated Accessibility Standards Multi-Year Plan

Reitmans Canada Ltd. is committed to treating all people 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 people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Component	Compliance Date	Requirement	Action(s)
1.	Feedback from Customers & Employees	1-Jan-2015	<p>Sec. 11 Receiving and providing feedback in an accessible format</p> <p>Reitmans Canada (Ltd) (“The Company”) provides a number of formats for receiving and responding to feedback about the manner in which it provides accessible goods or services to people with disabilities. These formats are included in our Policy which is on the Company’s website and is available in our stores. When feedback is elicited from employees, employees with disabilities and requiring alternate formats or communication supports, will be advised of them. Our policies reflect this.</p>
2.	Accessible Formats and Communication Supports	1-Jan-2016	<p>Sec. 12 Information about their goods and services or facilities</p> <p>The majority of company documents and/or information are in an electronic/digital format which will facilitate the conversion to an accessible format. The company shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person’s accessibility needs due to a disability.</p>
		1-Jan-2016	<p>Sec. 12 Communication Supports</p> <p>The customer will be consulted to determine the suitability of the format and support needed. The company will modify its training to educate store team members to provide information to customers as it pertains to accessible formats and communication supports.</p>
3.	Posting Requirements	1-Jan-2016	<p>Sec. 12 Public must be notified about accessible formats & communication supports</p> <p>The Company will notify the public about the availability of accessible formats and communication supports via policy updates on the company website.</p>
4.	Emergency Procedures / Plan or Public Safety	1-Jan-2012	<p>Sec. 13 In addition to its obligations under section 112, if an obligated organization prepares emergency</p> <p>The Company does not provide emergency or health and safety information to the public but if in the future it does provide such information, it will, upon request, provide it in an accessible format or with appropriate communication support.</p>

	Information		procedures, plans or public safety information and makes the information available to the public, the organization shall provide the information in an accessible format or with appropriate communication supports as soon as is practicable, upon request.	
5.	Accessible Websites & Web Content	1-Jan-2014 to 1-Jan- 2021	Sec. 14 Applies to new internet websites & content WCAG20 (World Wide Web Consortium web content accessibility guidelines at Level AA)	The Company's internet websites and content since January 1, 2012 conform with the WCAG 2.0 Level A and the company will ensure that websites conform to Level AA by January 1, 2021, except where it is impracticable to do so.

Category: Employment

Component		Compliance Date	Requirement	Action(s)
1.	Recruitment, Assessment and Selection	1-Jan-2016	Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process	The Company utilizes internal personnel for recruitment purposes. Positions being filled will be posted on the company website. The availability of accommodation(s) for applicants in the recruitment process will be posted on the Careers page of the company website. <i>The company will modify its website to add this line to its career page.</i> "Recruitment-related accommodations for disabilities are available to applicants who are selected for an interview. Please notify the interviewer in advance of any accommodations you require."
		1-Jan-2016	Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available	The Company will notify applicants when they are called for an interview about the availability of recruitment-related accommodations during the selection process. The Company will modify its training of the Recruitment process to educate store team members on this requirement.

		1-Jan-2016	Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities	The Company will modify its training of the recruitment process to ensure successful applicants are notified of the availability of accommodations for employees with disabilities. Our policies will be updated to reflect this.
		1-Jan-2016	Sec. 25 Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities	The Company will modify its Disability and Accessibilities training which is provided to all employees within 30 days of hire, to inform all employees of its policies for supporting employees with disabilities. Existing employees will be informed when there is a change to the policy.
2.	Accessible formats and communication supports for employees	1-Jan-2016	Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	The Company will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan. The Company's policies will be modified to include reference to the availability of accommodations for employees with disabilities.
3.	Workplace emergency response information	1-Jan-2012	Sec. 27 Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations	Upon request, the company will create an Individualized Workplace Emergency Response Plan for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the employees in their workplace will be provided with the necessary information to assist the employee with the disability.
4.	Documented individual accommodation plans	1-Jan-2016	Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	The company will create an individual accommodation plan for any employee for which they have been made aware has a disability. There may be times when the company will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. The Company may seek outside medical or other expert evaluations in order to provide appropriate supports. The plan will be reviewed when there is a change in the employee's disability or job.
5.	Return to Work process	1-Jan-2016	Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-	The Company provides a return to work plan 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 is documented. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.

			related accommodations to return to work	
6.	Performance Management	1-Jan-2016	Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. The Company will in its performance management process , consider the accessibility needs of employees with disabilities.
7.	Career Development and Advancement	01-Jan-16	Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them	The Company will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan will be updated to reflect the changes in their new responsibilities. Policies will be revised to include a statement that an employee with a disability will not be hindered in their advancement opportunities within the company. All employees will and are considered based on their skill, suitability and experience for the roles within the company.
8.	Redeployment	01-Jan-16	Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization	In the event that the Company engages in a redeployment process or structural changes occur resulting in loss of position employees requiring an accommodation will be given equal opportunity for other positions. The Company will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.