

## 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 in meeting accessibility requirements under the Accessibility Act for Ontario and Manitoba.

### Section ONE: General

Component	Deadline	Requirement	Action(s)
1. <b>Customer Service</b>	Ontario January 1 <sup>st</sup> , 2012  Manitoba - November 1 <sup>st</sup> , 2018	In establishing and implementing its measures, policies and practices, an organization must (a) identify barriers to accessible customer service that exist respecting the goods or services it provides; (b) seek to remove the existing barriers it is responsible for, so that all persons reasonably expected to seek to obtain, use or benefit from the good or service can do so using the same means (c) require the persons or organizations that are subject to the standard to implement those measures, policies, practices or other requirements within the time periods specified in the standard.	<i>Reitmans Canada Limited</i> has established and implemented measures, policies and practices and customer service training respecting barrier-free access to the goods or services it provides.

2.	Training	Ontario March 15 <sup>th</sup> , 2020	Training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities.	In the event of a crisis (ex. COVID-19), the company has and continues to commit to adapting the training provided to reflect the current reality.
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**Section TWO: Communication**

	Component	Deadline	Requirement	Action(s)
1.	Feedback from Customers & Employees	Ontario Jan 1 <sup>st</sup> , 2015	Receiving and providing feedback in an accessible format	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.
2.	Accessible Formats and Communication Supports	Ontario Jan 1 <sup>st</sup> , 2016	Information about their goods and services or facilities	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.
			Communication Supports	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.</p>	<p><b>Posting Requirements</b></p>	<p>Ontario Jan 1<sup>st</sup>, 2016</p> <p>Manitoba May 1<sup>st</sup>, 2022</p>	<p>Public must be notified about accessible formats &amp; 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> <p>The company will ensure compliance to Manitoba’s Accessibility Act as required by law for May 1<sup>st</sup>, 2022.</p>
<p>4.</p>	<p><b>Emergency Procedures / Plan or Public Safety Information</b></p>	<p>Ontario Jan 1<sup>st</sup>, 2012</p> <p>Manitoba May 1<sup>st</sup>, 2021</p>	<p>Obligated organization must prepare emergency 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.</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> <p>The company will ensure compliance to Manitoba’s Accessibility Act as required by law for May 1st, 2021.</p>
<p>5.</p>	<p><b>Accessible Websites &amp; Web Content</b></p>	<p>Ontario 1-Jan-2014 to 1-Jan- 2021</p>	<p>Applies to new internet websites &amp; content WCAG20 (World Wide Web Consortium web content accessibility guidelines at Level AA)</p>	<p>Reitmans Canada Limited is committed to accessibility, both in our stores and online. We will be compliant with Web Content Accessibility Guideline (WCAG) 2.0 Level AA by August, 2021. A staged approach to ensure compliance for each of the individual banners website has commenced in June of 2021.</p>

**Section THREE – Employment**

Component	Deadline	Requirement	Action(s)
<p>1. <b>Recruitment, Assessment and Selection</b></p>	<p>Ontario 1-Jan-2016</p> <p>Manitoba 1-May-2022</p>	<p>Notify employees and public about availability of accommodation(s) for applicants in the recruitment process</p>	<p>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 is posted on the Careers page of the company website. Career page includes the following message:                      “Reitmans (Canada) Limited is committed to offering reasonable accommodation to applicants with disabilities. Should you need assistance or an accommodation for an interview due to a disability please contact <a href="mailto:talentacquisition@reitmans.com">talentacquisition@reitmans.com</a>.”                      Job postings include the following message:                      “Reitmans (Canada) Limited is an equal opportunity employer. We are committed to a diverse and inclusive workplace for all. We recognize that our future success depends on the perspectives and contributions of all our employees -- their diverse backgrounds, abilities and experiences make our business stronger. If you are contacted for a job opportunity, please advise us of any accommodations needed to ensure fair and equitable access throughout the recruitment and selection process. All accommodation information provided will be treated as confidential and used only for providing an accessible candidate experience.”                      The company will ensure compliance to Manitoba’s Accessibility Act as required by law for May 1<sup>st</sup>, 2022.</p>
		<p>Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available</p>	<p>The Company will notify applicants when they are called for an interview about the availability of recruitment-related accommodations during the selection process.</p>
		<p>Offers of Employment - notify successful applicant of</p>	<p>The Company’s offer letters includes the following message:</p>

			policies for accommodating employees with disabilities	“Reitmans (Canada) Limited has an accommodation process in place. Should you require a specific workplace accommodation because of a disability or a medical need, please let me know so that we can review and discuss your need before you start.”
			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.	<b>Accessible formats and communication supports for employees</b>	Ontario Jan 1 <sup>st</sup> , 2016	Must provide 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.	<b>Workplace emergency response information</b>	Ontario 1-Jan-2012  Manitoba May 1 <sup>st</sup> , 2020	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.  The company will ensure compliance to Manitoba’s Accessibility Act as required by law for May 1 <sup>st</sup> , 2020.
4.	<b>Documented individual accommodation plans</b>	Ontario Jan 1 <sup>st</sup> , 2016  Manitoba May 1 <sup>st</sup> , 2022	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.  The company will ensure compliance to Manitoba’s Accessibility Act as required by law for May 1 <sup>st</sup> , 2022.

<p>5.</p>	<p><b>Return to Work process</b></p>	<p>Ontario Jan 1<sup>st</sup>, 2016  Manitoba May 1<sup>st</sup>, 2022</p>	<p>Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work</p>	<p>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.</p> <p>The company will ensure compliance to Manitoba's Accessibility Act as required by law for May 1<sup>st</sup>, 2022.</p>
<p>6.</p>	<p><b>Performance Management</b></p>	<p>Ontario Jan 1<sup>st</sup>, 2016</p>	<p>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</p>	<p>Under the Accessibility Act 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.</p>
<p>7.</p>	<p><b>Career Development and Advancement</b></p>	<p>Ontario Jan 1<sup>st</sup>, 2016  Manitoba May 1<sup>st</sup>, 2022</p>	<p>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</p>	<p>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.</p> <p>The company will ensure compliance to Manitoba's Accessibility Act as required by law for May 1<sup>st</sup>, 2022.</p>

8.	<b>Redeployment</b>	Ontario Jan 1 <sup>st</sup> , 2016	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.
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**Section FOUR: Construction – Ontario Only**

	Component	Compliance Date	Requirement	Action(s)
1.	<b>Exterior Paths of Travel</b>	1-Jan-2017	Applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience.	Reitmans Canada Limited has not constructed or redeveloped an exterior path of travel and should they <i>do so</i> in the future, it will ensure it meets the accessibility requirements as outlined in Ontario.

<p>2.</p>	<p><b>Accessible Parking</b></p>	<p>1-Jan-2017</p>	<p>Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part.</p>	<p>Reitmans Canada Limited has not constructed or redeveloped any accessible parking spaces and should they do so in the future, it will ensure it meets the accessibility requirements as outlined in Ontario.</p>
<p>3.</p>	<p><b>Obtaining Services</b></p>	<p>1-Jan-2017</p>	<p>All newly constructed service counters and fixed queuing guides. All newly constructed or redeveloped waiting areas.</p>	<p><i>Service</i> counters constructed since January 1, have been constructed at the height of someone on a mobility device (680 mm or 27 inches in height or a clear opening).  Reitmans Canada Limited has not constructed or redeveloped a fixed queuing guide or waiting area since January 1, 2017 and should they do so in the future, it will ensure it meets the accessibility requirements as outlined in Ontario.</p>
<p>4.</p>	<p><b>Maintenance of Accessible Elements</b></p>	<p>1-Jan-2017</p>	<p>Procedures for preventative and emergency maintenance of the accessible elements in public spaces Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.</p>	<p><i>Reitmans Canada Limited</i> lease hold agreements require the leaser to ensure all assessable elements in common areas are maintained.  Any accessible elements <i>Reitmans Canada Limited</i> is solely responsible for have maintenance schedules as required under other legislation such as the TSSA for our elevators.  Procedures for dealing with temporary disruptions have been established and communicated to associates.</p>