

RED APPLE STORES INC.

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Multi Year Accessibility Plan

Integrated Accessibility Standards Regulation (IASR)

Section	AODA Standards and Regulations Reference	Action/Deliverables	Completion Date (Year Ending)						Lead
			2013	2014	2015	2016	2017	2018	
Part 1. General Requirements									
3	Establish Integrated Accessibility Standard Regulations (IASR) Policy & Multi-Year Accessibility Plan	Create written IASR Policy with Statement of Organizational Commitment; Policy review and sign-off by Senior Leadership. Make available in alternative formats, upon request	X						HR
4	Establish Multi Year Accessibility Plan	a) Create Multi-Year Accessibility Plan; Plan review by Senior Leadership;	X						
	Review and update IASR Policy & Multi-Year Accessibility Plan	b) Make policy available to the public; Complete AODA sign-off process; Make available in alternative formats, upon request	X						
7	Customer Service Training for Associates (updated June 2016)	c) Review and update as required and at least every 5 years	X					X	HR
	IASR Training (updated June 2016)	Train all Associates on "How May I Help You" Customer Service Training; Review and update training annually; Audit training compliance semi-annually to ensure completion and appropriate tracking;	X	X	X	X	X	X	HR, Operations;
		Develop, deliver and track training to a) all associates, volunteers, and b) those that develop Company policies; on the requirements of the accessibility standards referred to in the regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities.		X		X			HR
Part 2. Information and Communications Standard									
11	Establish feedback process	By January 1, 2015 the Company will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging to provide accessible formats and communication supports upon request; Members of the public will be notified about the availability of accessible formats and communications supports;		X					HR
12	Accessible formats and communication supports;	By January 1, 2016 the Company will 1. Ensure requests for accessible formats and communications supports are dealt with in a timely manner and 2. The persons accessibility needs are taken into account; consult with person to determine suitability of accessible format; cost to individual would be no more than the regular costs charged to other persons; 3. Members of the public will be notified about the availability of accessible formats and communications supports			X				Marketing, HR
13	Accessible Emergency information;	Provide customers with publicly available emergency information in an accessible way upon request; By 2012, provide employees with disabilities with individualized emergency response information when requested; consult with associate, utilize templates for gathering individual Associate needs, create an individualized plan.	X	X	X	X	X	X	HR, Operations
14	Company website and web content conform to Accessibility Guidelines	Review accessibility features related to current internet website; Conform with WCAG version 2.0 level A; Compliance with the Accessibility for Ontarians with Disabilities Act will be included as one of the criteria in selecting technology vendors for new website development initiatives	X						Marketing

Part 3. Employment Standards									
22	Recruitment General- Review policies and practices with respect to recruitment, hiring and interviewing per Employment Standards requirements.	Ensure policies/practices include accessibility considerations; notify employees & public re: availability of accommodation; notify applicant of availability of accommodation for assessments or selection process;			X				HR
23	Recruitment, Assessment, selection	1. Notify applicant(s) of availability of accommodation. 2. If applicant requests accommodation, consult with the applicant to provide/arrange for suitable accommodation.			X				
24	Inform job candidates who are offered employment about the Company's policy for accommodating persons with disabilities	Successful candidates will be notified that accommodations are available upon request. Communicate during orientation process.			X				HR
25	Inform all current and new associates of policies used to support persons with disabilities.	Communication to be sent to associates notifying them of policies supporting associates with disabilities.			X				HR
26	Accessible Formats and Communication Supports for Associates	Establish, and communicate a process for consulting with Associates who request accommodation in order to develop individual accommodation plan(s).			X				HR
28	Develop and document process for creating individual accommodation plans for associates with disabilities;	Utilize the Individual Accommodation plan template and work with the Associate to create the plan.			X				HR
29	Develop and implement a return to work process for associates who have been absent from work due to a disability.	Conduct review of current return to work process to ensure it meets requirements. Document the process			X				HR
30	Take Accessibility needs into account during Performance Management	If required, Utilize the Individual Accommodation plan template and work with the Associate to create the plan.			X				HR
31	Take Accessibility needs into account during Career Development and Advancement	If required, utilize the Individual Accommodation plan template and work with the Associate.			X				HR
32	Take Accessibility needs into account during Redeployment	If required, utilize the Individual Accommodation plan.			X				HR
Part 4.1 Public Spaces									
80	Incorporate the Design of Public Spaces regulation, as applicable, to the business;	Considerations around exterior paths of travel, accessible parking and service related elements. Develop procedures for dealing with temporary disruptions when accessible elements under public spaces not working				X			Real Estate, Operations