

| MULTI-YEAR ACCESSIBILITY PLAN – ON   |                                        |
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| Procedure No. HR-48.0                | Rev. #: 3      Rev. Date: Dec 15, 2023 |
| Original Release Date: July 21, 2014 | Review Date: Dec 15, 2023              |
| Approved By:                         |                                        |
| RF                                   | JP                                     |
| PRESIDENT                            | CHIEF FINANCIAL OFFICER                |

## 1.0 Purpose and Statement of Commitment

This accessibility plan outlines the policies and actions that Modern Sales Co-op has put in place to improve opportunities for people with disabilities. Modern Sales Co-op 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 (AODA).

Under the AODA and the Integrated Accessibility Standards Regulation (IASR), the following accessibility standards set the requirements that are applicable to Modern Sales Co-op:

- Customer Service;
- Information and Communications;
- Employment; and
- Design of Public Spaces

## 2.0 General Requirements

Modern Sales Co-op is committed to continuing to comply with all general requirements set out by the AODA and the IASR. This includes the requirement to develop, implement, and maintain written policies and procedures; and the requirement to train all employees, volunteers, and other members of the company on the requirements of the accessibility standards set out in the IASR and in the Ontario *Human Rights Code* as it relates to persons with disabilities.

### Actions:

- Modern Sales Co-op has developed, implemented, and maintained an Accessibility Policy (HR-46.0 Accessibility Standards for Customer Service). The Policy is reviewed and updated annually. The Policy is posted on our website and is available in an accessible format, upon request.
- Modern Sales Co-op has developed, implemented, and maintained a Multi-Year Accessibility Plan (HR-48.0). The Plan is reviewed and updated at least every five (5) years. The Plan is posted on our website and is available in an accessible format, upon request.
- Modern Sales Co-op has trained and will continue to train all employees on Ontario's accessibility laws, the Ontario *Human Rights Code* as it relates to people with disabilities, and

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the accessibility requirements that apply to Modern Sales Co-op. Training is provided in a way that best suits the duties of employees. Training records are maintained by Modern Sales Co-op. The training is facilitated as follows:

- New Hire Orientation Program.
- Refresher Training is completed every two (2) years.

### **3.0 CUSTOMER SERVICE STANDARD**

Modern Sales Co-op strives at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers and members.

#### **Actions:**

- Modern Sales Co-op has met and continues to meet all requirements of the Customer Service Standard, including the establishment of policies related to the use of service animals and support persons; notice of temporary service disruptions; training employees; providing documents in an accessible format or with communication supports upon request; and establishing a feedback process.
- The detailed Customer Service Standard policy and procedure (HR-46.0 Accessibility Standards for Customer Service) is posted on our website and is available in an accessible format, upon request.

### **4.0 INFORMATION AND COMMUNICATIONS STANDARD**

Modern Sales Co-op is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

#### **Website**

Modern Sales Co-op will confirm to the website requirements of WCAG 2.0, Level AA. All new content will be reviewed regarding the requirements of WCAG 2.0, Level AA.

#### **Accessible Formats and Communication Supports**

Modern Sales Co-op has taken and will continue to take steps to make sure all publicly available information is made accessible upon request. Where a request for an accessible format or communication support is received, we will:

- Consult with the individual making the request to determine their accessibility needs and what would be a suitable format or support.
- Provide the requested information in a timely manner.

#### **Accessible Emergency Information**

Modern Sales Co-op is committed to providing members, vendors, contractors, 3<sup>rd</sup> parties or any members of the public with publicly available emergency information in an accessible format, upon request.

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### **Feedback Processes**

Modern Sales Co-op is committed to ensuring our feedback processes are accessible to people with disabilities by offering various methods of providing feedback, i.e., in-person, email, phone, through our website, etc., and will provide our feedback process in an accessible format, upon request. Please refer to HR-46.0 Accessibility Standards for Customer Service Policy which details the feedback process and the designated individual responsible for receiving the feedback.

## **5.0 EMPLOYMENT STANDARD**

Modern Sales Co-op is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle:

- Accessible recruitment and selection processes:
  - Modern Sales Co-op notifies candidates that accommodations are available upon request by including accommodation statements in all job ads posted; when contacting candidates to schedule interviews; and in offers of employment sent to prospective employees.
- Accessible formats and communication supports:
  - Modern Sales Co-op's Employee Handbook contains a Workplace Accommodation Policy that notifies employees that we will provide accessible formats and communication supports, upon request.
- Workplace emergency response information:
  - Modern Sales Co-op is committed to providing employees with emergency information in an accessible format, upon request.
  - Modern Sales Co-op's Employee Handbook includes a Workplace Accommodation Policy that states that we will provide individualized workplace emergency response information to employees, in an accessible format, upon request.
  - Upon hire, all employees are required to complete the Employee Information Form, and when necessary, Modern Sales Co-op will develop an individualized emergency response plan, if requested.
- Documented individual accommodation plans:
  - Modern Sales Co-op's Employee Handbook includes a Workplace Accommodation Policy that notifies employees of our individual accommodation plan process.
- Performance management, career development, and advancement:
  - Modern Sales Co-op's Employee Handbook includes a Performance Management Policy that notifies employees that accommodations are available when required per our individual accommodation plan process.
- Return to work process;
  - Modern Sales Co-op's Employee Handbook includes a Workplace Accommodation Policy that notifies employees of our individual accommodation plan process for employees returning to work and requiring accommodations.

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**Actions:**

- All policies have been documented in the Employee Handbook and have been implemented.

**6.0 DESIGN OF PUBLIC SPACES STANDARD**

Modern Sales Co-op will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Modern Sales Co-op has not built or made major modifications to the public spaces of our facilities, however, will meet these standards in the future, if required.

**7.0 Additional Information**

This policy will be reviewed at least every five (5) years, and Modern Sales Co-op will continue to file the Accessibility Compliance Reports.

For more information on this accessibility plan, please contact **Joanne Pipher**, Chief Financial Officer at:

- [joanne.pipher@modernsales.ca](mailto:joanne.pipher@modernsales.ca)

Accessible formats of this document are available upon request from: **Joanne Pipher**, Chief Financial Officer.

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