

LT Custom Furnishings Inc.

MULTI-YEAR ACCESSIBILITY PLAN

For a Five-Year Period as of January 1, 2019

Policy and Commitment

The company Inc. “the company” 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 promptly and will do so by preventing and removing barriers to accessibility following the requirements of the Accessibility for Ontarians with Disabilities Act (the “AODA”).

Accessibility Planning

We have established that accessibility planning is the responsibility of company management, who will be responsible for developing and updating our plans to address the requirements of the AODA and the standards identified. Accessibility planning is led by Nicolas Silvestrone.

To begin, we have developed a plan to meet the Customer Service Standard under the AODA. Please refer to our Accessible Customer Service Policy, which is available.

In this plan, we will be conducting a review of our publicly available emergency information, staff training programs, our information and communication networks (including our website), our recruitment and employment policies and procedures, and our building to identify barriers to accessibility for persons with disabilities and what we can do to reduce or eliminate them, in compliance with the AODA.

In this regard, a “barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Accessible Emergency Information

The company is committed to providing the customers and clients with publicly available emergency information in a convenient way, upon request. We will provide employees with disabilities with individualized emergency response information when necessary and will also provide such information to anyone designated to assist employees with disabilities as part of the emergency response plan.

Training

The company will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The company will take the following steps to ensure that employees are provided with the training needed to meet Ontario's accessible laws.

- We will develop the criteria for employees that require AODA training.
- Employees that require AODA training will be trained on the AODA, the Customer Service Standard, and the Ontario Human Rights Code.
- All new employees that fit the criteria will receive training on Ontario's accessibility laws and the Ontario Human Rights Code as part of our on-boarding program.
- All training is conducted using online e-learning from credible sources.

The company will keep a record of the training provided, including the dates on which training is provided and the number of individuals to whom it is delivered.

Kiosks

The company will ensure that employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications, including Feedback Processes

The company is committed to meeting the communication needs of people with disabilities. We will ensure that any new websites and content on new sites conform to WCAG 2.0, Level A.

The company will take the following steps to make all websites and content conform to WCAG 2.0, Level AA **by January 1, 2021**.

- The company will review its website against the standards of WCAG 2.0, Level AA.
- The company will consider emerging software, web applications and tools that are available as part of any regular update of the website and will incorporate them as appropriate, over time, to conform with WCAG 2.0, Level AA, under the requirements of the standards made pursuant to the AODA.

The company will take the following steps to ensure that existing feedback processes are accessible to people with disabilities upon request.

- The company has implemented ways for our customers and the general public to provide feedback on our efforts to meet appropriate accessibility standards. These include in-person, by telephone, by email and by regular mail.
- The company will review any other feedback processes that are currently in place, both internal and external, and take steps to enhance the accessibility of the methods for people with disabilities, as appropriate.

The company will take the following steps to ensure that all publicly available information is made accessible upon request.

- The company will review the information it makes available to the public and the availability of alternative formats annually.
- The company will consult with persons with disabilities who have requested an accessible format, to determine their accessibility needs and an appropriate accessible format and communication support and respond to the request promptly.

Employment

The company is committed to fair and accessible employment practices across all stages of the employment life cycle.

We will take the following steps to notify the public and staff that, when requested, the company will accommodate people with disabilities during the recruitment and assessment processes, and when people are hired. These steps will be in place on or before January 1, 2016.

- All job postings, both internal and external, will include a statement to advise potential candidates that the company will, upon request, accommodate people with disabilities during the recruitment process and employment.
- The company will consult with candidates with disabilities to determine their accessibility needs and arrange for the provision of suitable accommodation through the recruitment process.
- As part of any job offer, The company will notify the successful applicant of its policies for accommodating employees with disabilities.
- All staff will be informed of the policy of the company to accommodate persons with disabilities during the recruitment process and employment as part of the curriculum for staff training on the AODA and the Ontario Human Rights Code.
- Our recruitment and employment policies and practices will be reviewed to determine whether they cause or may cause a barrier to accessibility for candidates or employees with disabilities and recommendations for improvement will be made.

The company will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- The company will implement a step by step process for developing individualized accommodation plans for employees with disabilities.
- The company will, upon request, consult with employees with disabilities to determine the employee's accommodation needs and develop an appropriate accommodation plan.
- Accommodation plans shall include any individualized emergency response plan for the employee and any accessible formats or communication supports that are provided to the employee.
- The accommodation plan will be put in writing and will be reviewed and updated on a regular or as-needed basis.
- The company will implement a process to consult with employees who are absent due to disability, regularly, to determine their accommodation needs and develop appropriate plans to enable them to return to work. The process and any return to work plan shall be in writing.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the company is using performance management, career development and redeployment processes.

- The company will, upon request, consult with an employee to provide or arrange to provide accessible formats and communication supports for information the employee needs to be able to perform his or her work and information that is available to employees generally in the workplace, including any career development opportunities.
- The company will review its performance management documentation and practices to ensure that there is a requirement to consider the accessibility needs of employees with disabilities and any individual accommodation requirements, when conducting performance assessments, providing feedback on a day to day basis, engaging in any redeployment activities and determining appropriate performance management or career development activities.

Design of Public Spaces

In the event the company develops a public space, we will meet the accessibility standards for the design of public spaces when building or making major renovations to public spaces. Public spaces include outdoor paths of travel, off-street parking and service-related elements like service counters, fixed queuing lines and waiting areas.

In the event of a service disruption that will impact persons with disabilities, we will notify the public of the service disruption, the expected duration of the interruption and alternatives available.

For More Information on this accessibility plan, please contact:

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Accessible formats of this document are available upon request from the above.

This Plan will be reviewed annually and updated every five years following the AODA legislation.