

## Cedarlane Multi-Year Accessibility Plan

General Requirements		
Accessibility Requirement:	Establishment of accessibility statement, policies, and multi-year plan	Completed/Ongoing
Plan:	<ul style="list-style-type: none"> <li>Develop, implement, and maintain accessibility statement, policies, and multi-year plan on how Cedarlane will achieve accessibility through meeting requirements under accessibility standards.</li> <li>The AODA Accessibility policy was developed to meet information and communication standards under the AODA Integrated Standards and was updated to include implementation of requirement under AMA Accessibility Standards.</li> <li>The plan will be amended as required and will be reviewed by December 31, 2027 and reviewed every 5 years thereafter to identify current and future barriers to individuals with disabilities.</li> <li>Policies are available in other accessible formats upon request.</li> </ul>	
Accessibility Requirement:	Training	Completed/Ongoing
Plan:	<ul style="list-style-type: none"> <li>Ensure that all employees who provide goods, services, recruit, select, train, promote, redeploy, terminate, manage, and supervise, as well as ensure those who are involved in the development and approvals of policies, practices and procedures on behalf of Cedarlane complete AODA, Understanding Human Rights, or AMA training.</li> <li>Maintain records of completion of training, including dates when training was provided and number of individuals who received training.</li> <li>Training will be provided as soon as reasonably practical, but no later than the compliance deadline.</li> <li>Training will be provided on an ongoing basis to new associates and further training will be provided to all employees as changes to Cedarlane's accessibility policies occur.</li> <li>Training will be accessible in alternate formats upon request.</li> </ul>	
Customer Service Standards		
Accessibility Requirement:	Develop policies and procedures in a manner that is accessible and respects the dignity and independence of each individual to include provisions that will carry out our functions and responsibilities in the areas of communication, telephone services, assistive devices, use of service animals and support persons, training, and notice of temporary disruption.	Completed/Ongoing
Plan:	<ul style="list-style-type: none"> <li>Accessibility Policy includes provision for use of assistive devices, use of service animals and support persons, providing notice of temporary service disruption and training to individuals with disabilities to obtain, use or benefit from Cedarlane's goods, services or facilities.</li> <li>Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request.</li> <li>Provide accessible customer service training to all staff.</li> <li>Provide training to staff on changes to policies on an ongoing basis and keep records of training.</li> <li>Establish a feedback process for providing goods, services or facilities to individuals with disabilities</li> <li>Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request.</li> <li>Ensure that documents or information given to an individual with a disability are offered in an accessible format or with communication support.</li> </ul>	
Information and Communications Standard		
Accessibility Requirement:	Feedback Process	Completed/Ongoing
Plan:	<ul style="list-style-type: none"> <li>Ensure that all feedback processes are made accessible to employees, job applicants, clients/customers suppliers, and any visitors including individuals with a disability.</li> <li>HR Department will field all feedback inquiries and the appropriate department will respond within 5 business days.</li> </ul>	
Accessibility Requirement:	Emergency Procedures and Plan and Public Safety	Completed/Ongoing
Plan:	Ensure that all publicly available emergency procedures, plans or public safety information (e.g., evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.	
Accessibility Requirement:	Accessible formats and communication supports	Completed/Ongoing
Plan:	<ul style="list-style-type: none"> <li>Provide accessible formats and communication supports to individuals with disabilities upon request.</li> </ul>	

<b>Plan:</b>	<ul style="list-style-type: none"> <li>Notify the public of the availability of accessible formats and communication supports.</li> <li>If a communication support or accessible format cannot be provided immediately, Cedarlane will consult with the individual to arrange for a suitable format as soon as possible</li> </ul>	
<b>Accessibility Requirement:</b>	<b>Accessible websites and web content</b>	<b>Completed/Ongoing</b>
<b>Plan:</b>	To date, website and web content published conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.	
	<b>Exceptions:</b> <ul style="list-style-type: none"> <li>Products and product labels; unconvertible information or communications; or information that is not controlled by the organization.</li> <li>If information or communications are unconvertible, Cedarlane will ensure that individuals are provided with an explanation and a summary of the information.</li> </ul> <p>Cedarlane will classify information or communications as unconvertible where not technically practicable to convert or the technology required to make the conversion is not readily available.</p>	
<b>Employment Standard</b>		
<b>Accessibility Requirement:</b>	<b>Recruitment, assessment, and selection processes</b>	<b>Completed/Ongoing</b>
<b>Plan:</b>	<ul style="list-style-type: none"> <li>Notify employees, applicants, and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.</li> <li>Should Cedarlane receive accommodation requests, Cedarlane will consult with the individual and make accommodations suitable to the individual's needs.</li> <li>Notify successful applicants of the company's policies for accommodating employees with disabilities.</li> <li>Inform employees of supports.</li> <li>Accessible formats and communication supports for employees.</li> <li>Documented individual accommodation plans.</li> </ul>	
<b>Accessibility Requirement:</b>	<b>Return to work process</b>	<b>Completed/Ongoing</b>
<b>Plan:</b>	<ul style="list-style-type: none"> <li>Developed and implemented a return-to-work process for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.</li> <li>Cedarlane's Return to Work Policy outlines the steps Cedarlane will take to facilitate the employee's return to work and shall use documented individual accommodation plans as required.</li> </ul>	
<b>Accessibility Requirement:</b>	<b>Performance management, career development and advancement</b>	<b>Completed/Ongoing</b>
<b>Plan:</b>	Will consider the accessibility needs of employees with disabilities when assessing associate performance, productivity and effectiveness or when offering career development or advancement opportunities.	
<b>Accessibility Requirement:</b>	<b>Redeployment</b>	<b>Completed/Ongoing</b>
<b>Plan:</b>	The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.	
<b>Design of Public Spaces ( Accessibility Standards for the Built Environment )</b>		
<b>Accessibility Requirement:</b>	<b>Ensure outdoor public eating areas, external paths of travel, service counters, queuing guides and waiting areas accessible and maintained.</b>	<b>Completed/Ongoing</b>
<b>Plan:</b>	<ul style="list-style-type: none"> <li>Ensure that our premises and related services are accessible to individuals with disability. If applicable, Cedarlane is willing to provide alterations to accommodate individual with disabilities.</li> <li>If one or more of these aspects is unavailable for use, Cedarlane will provide explanation and notice as to why the aspect is unavailable and an estimated timeframe for when it will be available.</li> </ul>	