

EXPRESS

MULTI-YEAR ACCESSIBILITY PLAN

1.0 **Statement of Commitment**

Express is committed to accessibility as expressed in the *Accessibility for Ontarians with Disabilities Act* (hereinafter referred to as the AODA), which places a legal obligation on organizations to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

Express is committed to fostering, creating and maintaining a barrier-free environment for all individuals providing equal rights and opportunities, including:

1. promoting a respectful attitude for persons with disabilities;
2. promoting awareness of the needs and abilities of persons with disabilities;
3. informing the community about the services available to persons with disabilities and seeking to ensure that such services are delivered in ways that promote equity; and
4. providing support services, subject to certain limitations.

Express recognizes that barriers to participation may exist and that adjustments to policies and practices of Express may be required. This is accomplished through the prevention, identification and removal of barriers within Express systems, structures and policies. It is understood that where this Plan refers to “barriers” it is referring to barriers such as a physical barriers, an architectural barriers, information or communications barriers, attitudinal barriers, technological barriers, or a specific policy or practice.

The commitments in this Plan are intended to ensure that accessibility remains a priority in Express’ decision-making processes, and will serve to assist in ensuring that this organization’s decisions are improving accessibility and not inadvertently creating barriers.

2.0 **Purpose and Scope**

As part of Express’ commitment to meeting its obligations under the Act, Express has developed this Multi-Year Plan which outlines Express’ strategy to prevent and remove barriers and meet its requirements pursuant to the AODA.

Express’ Multi-Year Accessibility Plan will be reviewed and updated by responsible departments as designated at least once every five (5) years, and as required.

Express will make the Plan available to the public and to all employees upon request. Express will provide the Plan in an accessible format upon request.

3.0 Action Plan

Accessibility Policy

Express has developed an Accessibility Policy in accordance with its obligations under the AODA. The Accessibility Policy will be available when requested and updated and maintained as required. Express will provide the Accessibility Policy in an accessible format upon request.

Accessible Emergency Procedures

Express will provide persons with available emergency procedures in an accessible format, upon request. Express will also provide persons with disabilities with individualized emergency response information as required.

The Store Operations; Customer Experience; Human Resources; Risk Management, and/or Legal Departments will be responsible for this.

Training

Express will, by January 1, 2015:

- Provide training on the requirements of the Integrated Accessibility Regulation (IASR) and on disability-related obligations under Ontario Human Rights legislation to the following persons: employees, volunteers and others who may be acting on Express' behalf in dealing with the public or any other third parties;
- Provide training to all employees who are significantly involved in the development of Express' policies;
- Employees, volunteers and others who may be acting on Express' behalf will be trained when changes are made to the accessibility legislation; and
- Maintain records including completion and the persons attended of the above training.

The Store Operations; Customer Experience; Human Resources; Risk Management; Information Technology, and/or Legal Departments will be responsible for this.

Information and Communications

Express is committed to meeting the communication needs of persons with disabilities. Express, by January 1, 2016, will have a process in place for providing, or arranging for the provision of, accessible formats and communication supports in a timely manner that takes into account a person's accessibility needs, in consultation with that person. Express will notify the public of the availability of such accessible formats.

The Store Operations; Customer Experience; Human Resources; Risk Management, and/or Legal Departments will be responsible for this.

Accessible Website and Web Content

Express will endeavor to make all new websites and content on those sites, to the extent reasonable, conform with WCAG 2.0, Level A by **January, 2014** and WCAG 2.0 Level AA by **January 1, 2021**.

The Information Technology; Store Operations; Customer Experience; Human Resources; Risk Management, and/or Legal Departments will be responsible for this.

Employment Standards

Express is committed to the following to ensure compliance with all AODA employment-related requirements.

Recruitment:

- On its intranet, internet and job postings, specify that accommodations are available for applicants with disabilities;
- Inform applicants selected to participate in a selection process which accommodations are available during the recruitment process, upon request, in relation to materials and processes to be used;
- Upon request, consult with the applicant and arrange for suitable accommodation; and
- Notify the successful applicant, when making offers of employment, of its policies for accommodating employees with disabilities

Informing Employees of Supports:

- Inform employees and new hires (as soon as practicable) of Express' policies to support employees with disabilities and keep employees up to date on changes to these policies; and
- Upon request from an employee with a disability, and further to consultation with the employee, provide for suitable accessible formats and communication supports for: information needed by the employee to perform their job, and information that is generally available to employees.

Documented Individual Accommodation Plans:

- Develop a written process for the development of individual accommodation plans. The process will include the following elements:
 - The manner in which an employee will participate in plan development;
 - Means by which an employee is assessed on an individual basis;
 - Manner in which the employer can request an evaluation by an outside medical or other expert, at its expense, to determine how to achieve accommodation;

- Manner in which an employee can request participation by his or her bargaining agent, or other representative from the workplace, in plan development;
- Steps taken to protect employee privacy;
- Frequency with which, and how, the plan will be reviewed;
- If a plan is denied, how reasons will be provided to the employee; and
- How a plan will be provided in a format that takes into account the accessibility needs of the employee.

Performance Management, Career Development and Redeployment:

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing performance management processes, considering career development and advancement opportunities and redeployment of its employees with disabilities.

The Human Resources; Risk Management, and/or Legal Departments will be responsible for this.

Return to Work Process

Express is committed to offering a Return to Work Program for employees who have been absent from work due to their disability and require disability-related accommodation. Return to Work Processes will be developed in accordance with the AODA and will include Individual Accommodation Plans.

The Human Resources; Risk Management, and/or Legal Departments will be responsible for this.

4.0 Feedback Process

Express is committed to providing high quality goods and services to all members of the public it serves.

Feedback regarding Accessible Customer Service may be submitted to Customer Experience by the following methods: in person, by telephone, fax, e-mail or in writing. Customers may expect to hear back promptly.

Accessible formats and communication supports will be available, upon request.

Telephone: 1-800-477-8844

Fax: 614-474-7015

Email: talk@express.com

Mail: Customer Relations, 1 Express Drive, Columbus OH 43230

5.0 Notice of Availability of Documents

Notice of the availability of this policy will be posted on the Express Internet/Intranet.

If this policy is required in an alternative format, the person shall contact Customer Experience by telephone, fax, email or in writing to initiate this request.