

Appendix “A”

Loblaw’s Multi-Year Accessibility Plan

Introduction

Loblaw Companies Limited (“Loblaw” or the “Company”) is committed to providing goods, services and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities. This *Multi-Year Accessibility Plan* is an Appendix to our national **Accessibility Policy**. It outlines Loblaw’s strategy to prevent and remove barriers to accessibility and describes the Company’s progressive approach to meeting or exceeding applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. This Plan is a continually expanding and fluid document that will be updated at least every five years, as Loblaw’s accessibility strategy evolves.

The Loblaw Accessibility Committee, comprised of members from across the business, designs, adjusts, and facilitates the implementation of the initiatives described in this Plan. The Company will review the Committee’s membership on a continuing basis to ensure adequate representation from business units and persons with disabilities.

Loblaw welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility policies, *Multi-Year Accessibility Plan*, feedback and document request procedure are available under the *Accessibility* link on our corporate website at www.loblaw.ca.

Where this Plan specifies that documents, alternative formats or communication supports are available upon request, such requests should be directed to 1-800-296-2332, or in writing to Loblaw Companies Limited c/o Human Resources (Diversity & Inclusion), 1 President’s Choice Circle, Brampton, Ontario L6Y 5S5.

Customer Service Accessibility

Action Taken:

The following have been in place since 2011:

- Loblaw ensures training is provided to every person who interacts with the public on the Company’s behalf, as well as to all those who are involved in the development of Loblaw’s policies, procedures and practices governing the provision of goods or services to the public. This training includes the purpose of standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person’s disability into account. The training is delivered as soon as practicable after hire and on an ongoing basis in connection with changes to Loblaw’s policies or procedures governing the provision of goods or services to persons with disabilities;
- Persons with disabilities are permitted to use their own assistive devices to obtain, use or benefit from Loblaw’s goods and/or services;
- Persons accompanied by a service animal are permitted to enter areas of our premises that are open to the public, except in those areas in which the animal is excluded by law;
- Where a person with a disability is accompanied by a support person, both the person with the disability and the support person are provided equal access to our goods and services;
- Notice is provided to the public of any temporary or other disruptions to facilities or services usually used by persons with disabilities, including information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available;
- Loblaw welcomes feedback about how it provides goods or services to persons with disabilities. Members of the public may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or other electronic format;
- Our **Customer Service Accessibility Policy**, feedback and document request procedure is available under the ‘*Accessibility*’ link on our corporate website at www.loblaw.ca.

Emergency Procedures, Public Emergency Safety Information

Action Taken:

The following measures were implemented by Loblaw effective January 1, 2012:

- Emergency procedures and public emergency safety information that is prepared by Loblaw and made available to the public is made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Workplace Emergency Response Information

Action Taken:

The following measures were implemented by Loblaw effective January 1, 2012:

- Alternative emergency preparedness plans are created and updated, as required and as soon as practicable, for colleagues who Loblaw is aware are unable to follow the standard emergency plan in their Company work location, as a result of a permanent or temporary disability. The colleague and, if the colleague consents, any designated assistant(s) are provided with the alternative emergency preparedness plan;
- Alternative emergency preparedness plans are stored with the standard Emergency Plan(s) in the colleague's location.

Accessibility Policy and Multi-Year Accessibility Plan

Action Taken:

- Loblaw's national **Accessibility Policy** was implemented January 1, 2014. The Policy affirms Loblaw's commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that Loblaw will achieve accessibility;
- Loblaw created this *Multi-Year Accessibility Plan* outlining the Company's phased-in strategy for identifying, removing and preventing barriers to accessibility;
- The Policy and Plan are posted on our corporate website (www.loblaw.ca) and will be provided in alternate formats upon request;
- The Plan will be reviewed and updated at least once every five years.

Information and Communication

Accessible Websites and Web Content:

From January 1, 2014, Loblaw's new or substantially refreshed websites and web content will conform to Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0). Loblaw will ensure that all of its websites comply with WCAG 2.0 Level AA by 2021.

Planned Action:

- Compliance will be incorporated into all website project management.

Feedback, Accessible Formats and Communication Supports:

Loblaw will ensure that:

- By January 1, 2015 in Ontario, and as soon as practicable nationally, its processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request; and
- By January 1, 2016 in Ontario, and as soon as practicable nationally, upon request Loblaw will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner and at no extra cost.

Planned Action:

- Loblaw shall retain a third party service provider to convert communications and documents to alternate formats, and inform all colleagues who may receive or respond to feedback with information as to how to obtain alternate formats or communication supports from the service provider.
- Feedback will be accepted at stores, by the Customer Service Department at 1-800-296-2332, or in writing to Loblaw Companies Limited, Customer Service, 1 President's Choice Circle, Brampton, Ontario L6Y 5S5.
- Requesting persons will be consulted as to the suitability of an accessible format or communication support;

- The public will be notified about the availability of accessible formats and communication supports by a notification on www.loblaw.ca and by at least one other method.

Employment

By January 1, 2016 in Ontario, and as soon as practicable nationally, accessibility will be integrated into Loblaw's employment-related practices, as follows:

Recruitment

Planned Action:

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings and on the careers section of the corporate website;
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments;
- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability;
- When making offers of employment, notify the successful applicant of Loblaw's policies for accommodating colleagues with disabilities; and
- Develop and provide appropriate training to colleagues responsible for recruitment, assessment, selection and on-boarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.

Workplace

Planned Action:

- Review and, as necessary, modify existing orientation and on-boarding processes to ensure new colleagues are provided information about Loblaw's accessibility policies as soon as practicable after employment commences, including a description of same in new hire kits and on Loblaw's intranet;
- Develop a procedure, which may include Huddle Tips and a posting on Loblaw's intranet, to advise colleagues whenever there is a change to existing policies on the provision of workplace accommodations;
- Develop and integrate procedures for documenting and updating, as required, documented individual accommodation plans, which will provide for the method(s) by which requesting colleagues will be assessed and represented, how they can participate in the plan's development, and the method by which a copy of the plan will be provided to the colleague in a format that takes his or her accessibility needs into account;
- Develop and provide appropriate training to managers and colleagues responsible for supporting the individualized accommodation plan process, and a training schedule that will ensure the efficacy of the process on a continuing basis.

Return to work from Disability-Related Leaves

Planned Action:

- Review and, as necessary, modify and document existing return to work processes for colleagues who have been absent from work due to a disability and require accommodation in order to return to work;
- Ensure documented individual accommodation plans comprise part of the return to work process;
- Develop and provide appropriate training to managers and other colleagues responsible for supporting the return to work process for colleagues who require accommodation in order to return to work, and a training schedule for same that will ensure effective execution of the return to work process on a continuous basis.

Performance Management, Career Development and Redeployment

Planned Action:

- Review and, as necessary, modify existing performance management, career development and redeployment processes to ensure that the accessibility needs and individual accommodation plans of colleagues with disabilities are taken into account;
- Develop and provide appropriate training to managers and other colleagues responsible for supporting or impacting performance management, career development and advancement, and redeployment processes, and a training schedule for same that will ensure compliance with the processes on a continuous basis.

Loblaw Premises

Action Taken:

- In 2013, existing procurement practices and procedures were updated to ensure that Loblaw has regard to accessibility criteria and features when assessing, procuring or acquiring self-service kiosks.

Planned Action:

By January 1, 2017 in Ontario, and as soon as practicable nationally, accessibility will be integrated into new or redeveloped Loblaw public spaces in accordance with the criteria established by Ontario's Integrated Accessibility Standards, including but not limited to the following:

- In outdoor public use eating areas, at least 20% of the tables (minimum one table) will have knee and toe clearance, have clear ground space around them, and be approachable by a surface that is level, firm and stable;
- Outdoor sidewalks and walkways, including associated ramps, will have a surface that is firm and stable; Off-street parking will include signed parking spaces and access aisles for persons with disabilities, including van accessible spaces;
- At least one service counter in each store will accommodate mobility aids in respect of counter height, knee clearance and clear floor space. All such service counters will be clearly identified with signage;
- Fixed queuing guides will provide sufficient width to allow for the passage of mobility aids and mobility assistive devices, and be cane detectable;
- Waiting areas with fixed seating will include at least one seating space in which a person using a mobility aid can wait.
- Develop and implement procedures for preventative and emergency maintenance of the accessible elements in Loblaw public spaces, as well as how to deal with temporary disruptions when accessible elements are not in working order.

Training

By January 1, 2015 in Ontario, and as soon as practicable nationally, Loblaw will ensure that training is delivered to all colleagues, volunteers and those who provide services on Loblaw's behalf on the standards set by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.

Planned Action:

- Develop and implement appropriate training materials;
- Ensure training is provided before or as soon as possible after the trainee commences duties and whenever Loblaw alters its policies and practices regarding accessibility;
- Create a plan and schedule for periodic refresh training to ensure ongoing awareness and understanding;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.