

## MULTI-YEAR ACCESSIBILITY PLAN (AODA) ONTARIO

Department	Human Resources
Effective date	January 29, 2024
Last modification	N/A
Policy	HR-ON-2

### 1. Generalities

This accessibility plan outlines the strategy of The Master Group and its affiliated and owned companies (hereinafter «Master») to prevent and remove barriers for people with disabilities and comply with the requirements of the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

As part of Master's commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the AODA. This multi-year accessibility plan focuses on our initiatives in respect of the AODA's Accessibility Standards including:

- Customer service
- Information and communications
- Policies and training
- Employment
- Design of Public Spaces
- Feedback

### 2. Scope

This policy applies to all employees, vendors, clients, customers, and others who enter Master workplaces across Ontario or are otherwise dealing with Master.

### 3. Information and communication

In accordance with the AODA's Information and Communication Standard, Master:

- Ensures internet websites and web content conform with Level A of the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0;
- Ensures Master notifies the public and provides, on request, accessible formats and supports for people with disabilities in a timely manner and at no additional cost to others;
- Ensures conformation with Level AA of the WCAG 2.0 as required by the standard.

### 4. Employment

In accordance with the AODA's Employment Standards, Master ensures inclusive employment processes for recruitment, retention and development within the company, including:

- Notification of the company's commitment to accessibility and availability of accommodation;
- Provision of accessible formats and communication supports that take into account an employee's accessibility needs; Taking employees' disabilities and accommodation needs into account in respect of performance management and career development; Ensuring processes are in place to support employee / workplace accommodation requests following absences from work and during an employee's employment.

### 5. Policies and training

Master has and will continue to implement policies and practices and training initiatives in accordance with the AODA by taking the following steps:

- Implementing, reviewing and updating a policy outlining our commitment to accessibility for clients;
- Training for our people on accessibility in the provision of services to our clients;
- Implementing, reviewing and updating a statement of our organization's commitment to meet the accessibility needs of persons with disabilities in a timely manner and in compliance with the AODA's Integrated Accessibility Standards;
- Training for our people on accessibility standards and human rights legislation, as it pertains to people with disabilities;
- Training is provided in a way that best suits the nature of our people's work.

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A Workplace Emergency Management Plan will be provided to employees who have indicated to the company that they have a disability and require assistance in the event of an emergency.

This plan will be reviewed at least once every five years.

### 6. Design of public spaces

As of 1 January 2024, Master does not have any plans for new construction or significant redevelopment of its Ontario branches and distribution centers to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable. For any future plans to which this Standard would be applicable, however, Master will comply with the required responsibilities under this Standard.

Master will also put in place procedures to prevent service disruption to accessible elements of its public spaces as required under the Design of Public Spaces Standard. In the event of a service disruption affecting these accessible elements, Master will notify the public of such service disruption and any available alternatives.

### 7. Client feedback

Master is pleased to have established its Accessibility policy, which outlines our commitment to ensuring our services are accessible to our clients and our training plan.

Master submitted its annual report confirming compliance with this standard as of 31 December 2023 and will continue to ensure compliance with the Accessible Customer Service Standard.

### 8. Feedback

Receiving feedback from our people, clients and the public is an important part of our commitment to accessibility. We developed a feedback process to respond to enquiries and suggestions. We will continue to monitor and respond to feedback promptly.

For more information on this accessibility plan, please contact us:

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