

# Aurora Importing and Distributing Ltd

## Multi- Year Accessibility Plan

### Statement of Commitment

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The goal of the Ontario government is to make Ontario accessible by 2025. The IASR (Integrated Accessibility Standards Regulations) under AODA require that effective January 1, 2018 Aurora Importing and Distributing Ltd establish, implement, maintain and record a multi-year accessibility plan which presents the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under AODA, the following are standards and requirements that are applicable to Aurora Importing:

1. Customer Service
2. Communication
3. Employment
4. Built Environment

In accordance with IASR requirements, Aurora will:

- a. Post this plan on its website ([www.auroraimporting.com](http://www.auroraimporting.com))
- b. Establish, implement, maintain and document the multi-year plan
- c. Provide the plan in an accessible format, upon request
- d. Review and update this plan periodically. Aurora Importing is planning on moving to a new facility within the next two years. We will need to modify plan at this point.

### Accessibility Standards For Customer Service

Aurora Importing and Distributing Ltd is committed to a high level of customer service, including persons with disabilities, and will continue to strive for delivery of accessible customer service experience to all. Aurora is committed to providing its goods and services in a way that respects the dignity and independence of persons with a disability.

#### **Action:**

Ensuring staff are trained and familiar with assistive devices that may be used by customers in the Cash and Carry with disabilities who are accessing Aurora's goods and services. All training will be tracked and recorded.

Ensuring all persons who, on behalf of Aurora, deal with public or other third parties, are trained to communicate and provide the best customer service to all customers, including persons with disabilities.

Ensuring customers accompanied by a guide dog or other service animal in areas open to the public (Cash and Carry) are accommodated.

Ensuring that a person with a disability is accompanied by a support person, and the support person is accommodating to needs of individual.

Provide customers with notice in the event of disruption of service or inaccessibility of facilities used by persons of disabilities, by placing notices at our entrance and front desk. Should the disruption be long term, a notice will be posted on Aurora's website informing the customer of location, duration of the disruption and alternate solutions.

Continue to welcome feedback from persons with disabilities through multiple channels.

Reporting compliance with the customer service standard as required.

### **Accessibility Standards for Communication**

Aurora is committed to providing company information and communications accessible to persons with disabilities. Aurora will incorporate new requirements under the information and communication standard to ensure that it can effectively communicate information in accessible formats that meet the needs of persons with disabilities.

#### **Action:**

When accessible formats and communication are requested, Aurora will:

- (a) Consult with person making request and provide and arrange accessible formats.
- (b) Provide formats in a timely manner.
- (c) Notify the public about the availability of accessible formats and communication support.

Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities. Aurora will provide accessible formats and communication in a timely manner.

We will ensure that all information on accessibility will be available on company site ([www.auroraimporting.com](http://www.auroraimporting.com)).

### **Accessibility Standards for Employment**

Aurora is committed to fair and accessible employment practices for employees or candidates with disabilities. This includes providing accessibility across all stages of the employment cycle.

#### **Action:**

Specify that accommodation is available for applicants with disabilities, on the company website and any job postings. All interviews for jobs will accommodate applicants with disabilities in respect to scheduling and suitable accommodation. Aurora will also revise the Employee Handbook to notify new hires of accessibility policy. The policy will also be forwarded to current employees via email for review.

Where Aurora is aware that an employee has a disability, and in need of accommodation, individualized workplace emergency response information will be provided to said individual. These individualized emergency plans will be communicated to employees' managers and Safety personnel.

### **Accessibility Standards for the Built Environment**

Aurora's goal is to remove all barriers in public spaces and buildings. Aurora will be moving to a new building in 2019, and will be committed to constructing a facility that will meet all requirements set out in the standards. This will include accessible parking and external walkways to Cash and Carry and entrance to building. The waiting area in the new building for visitors will be built to accommodate accessibility for persons with disabilities.