

## Longo's Multi-Year Accessibility Plan

### Introduction

Longo's is committed to treating all people with mutual respect and in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so to the best of our ability by meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

In keeping with our values and organizational requirements in accordance with AODA, Integrated Accessibility Standards Regulation (*O. Reg. 191/11, s. 4 (1) (2)*), Longo's has prepared this multi-year plan which contains the deliverables and activities that will be completed over the next 1 to 7 years. This accessibility plan outlines the steps Longo's will take to remove accessibility barriers.

### 2014 Deliverables

Customer Service Requirements	Activities
<b>Customer Service Accessibility Policy</b> Create and publish a Customer Service Accessibility Policy	<ul style="list-style-type: none"> <li>Published Customer Service Accessibility Policy on Longos.com and communicate to Longo's Team Members</li> </ul>
<b>Accessible Customer Service Training</b> Train all Team Members on providing Accessible Customer Service	<ul style="list-style-type: none"> <li>Communicate training requirements to all team members</li> <li>Follow up to ensure all Team Members complete training module</li> <li>Track completion of required training</li> <li>Update onboarding materials to include Accessible Customer Service Training</li> </ul>
<b>Customer Service Standard Progress Reports</b> Submit Progress Report online to the Accessibility Directorate of Ontario	<ul style="list-style-type: none"> <li>Submit 2014 Progress Report</li> </ul>

Information and Communication Standards	Activities
<b>New Internet Websites and Web Content</b> Conform to WCAG 2.0 Level A requirements	<ul style="list-style-type: none"> <li>Create awareness of obligation to ensure all new websites, web content and web applications are Level A compliant</li> </ul>

General Requirements	Activities
<b>Accessibility Policy</b> Develop, implement and maintain a policy about what Longo's will do to meet the IASR requirements and become more accessible	<ul style="list-style-type: none"> <li>Published Accessibility Policy on Longos.com and communicate to Longo's Team Members</li> </ul>
<b>Accessibility Plans</b> Create multi-year plan outlining planned activities to prevent and remove barriers for individuals with disabilities	<ul style="list-style-type: none"> <li>Published Accessibility Plan on Longos.com</li> </ul>
<b>Point of Sale Devices</b> Consider accessibility features when designing, procuring or acquiring POS	<ul style="list-style-type: none"> <li>Create awareness of obligation for consideration in future equipment procurement</li> </ul>

## 2015 Deliverables

Information and Communication Standards	Activities
<p><b>Accessible Feedback Processes</b> Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request.</p>	<ul style="list-style-type: none"> <li>Assess accessibility gaps in existing feedback processes</li> <li>Develop and implement accessible options for all feedback mechanisms</li> <li>Communicate accessible options to all Team Members, Customers and Stakeholders</li> </ul>

General Requirements	Activities
<p><b>Training</b> Train all Team Members on requirements of IASR standards</p>	<ul style="list-style-type: none"> <li>Procure or design a training module/course</li> <li>Communicate training requirements to all Team Members</li> <li>Follow up to ensure all Team Members complete training module</li> <li>Track completion of required training</li> <li>Update onboarding materials to include IASR requirements training</li> </ul>

## 2016 Deliverables

Information and Communication Standards	Activities
<p><b>Accessible Formats and Communication Supports</b> Arrange for accessible formats and communication supports</p>	<ul style="list-style-type: none"> <li>Assess accessibility gaps in existing communication processes</li> <li>Develop and implement accessible options for all communication mechanisms</li> <li>Communicate accessible options to all Team Members, Customers and Stakeholders</li> </ul>

Employment Standards	Activities
<p><b>Recruitment</b> Notify applicants about the availability of accommodation. Notify job applicants selected in hiring process that accommodations are available upon request. Consult with the applicant and arrange to provide the required accommodation.</p>	<ul style="list-style-type: none"> <li>Prepare communication to notify potential applications about accommodation process through website, job postings and application form</li> <li>Develop Applicant Accommodation Request Form and Process and train all HR staff</li> <li>Update Employment Letter to inform successful applicant of policies for accommodating Team Members with disabilities</li> </ul>
<p><b>Team Member Accommodation</b> Inform Team Members of policies on providing job accommodation. Develop a written process for developing documented individual accommodation plans (IAP)</p>	<ul style="list-style-type: none"> <li>Develop Team Member Accommodation Request Form and Process</li> <li>Develop IAP Template</li> <li>Communicate supports and process to all new and existing Team Members</li> <li>Train HR and all Managers</li> </ul>

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<p><b>Team Members Returning to Work</b> Incorporate IAP into documented return-to-work process</p>	<ul style="list-style-type: none"> <li>• Incorporate IAP into RTW process.</li> <li>• Communicate to all Team Members</li> </ul>
<p><b>Performance management, career development and redeployment</b> Take into account disability and accommodation plan when using performance management, when redeploying Team Members.</p>	<ul style="list-style-type: none"> <li>• Develop Process to address IAP during performance, career development or redeployment.</li> <li>• Train HR and all Managers on process</li> </ul>

### 2017 Deliverables

Design of Public Spaces Standard	Activities
<p><b>Exterior Paths of Travel</b> Ensure all newly constructed and redeveloped sidewalks and walkways are safe and useable for all pedestrians, including those with disabilities</p>	<ul style="list-style-type: none"> <li>• Communicate accessibility requirements to Facilities and Store operations</li> </ul>
<p><b>Parking</b> Ensure all newly constructed and redeveloped parking lots meet minimum province-wide standards</p>	<ul style="list-style-type: none"> <li>• Communicate accessibility requirements to Facilities and Store Operations</li> </ul>
<p><b>Obtaining Services</b> Ensure all newly constructed and redeveloped counters used to provide service to Customers are made accessible</p>	<ul style="list-style-type: none"> <li>• Communicate accessibility requirements to Facilities and Store Operations</li> </ul>
<p><b>Maintenance</b> Ensure proper maintenance is undertaken to retain an accessible environment</p>	<ul style="list-style-type: none"> <li>• Review existing maintenance processes to determine what updates are required</li> <li>• Implement SOP changes and train appropriate Team Members</li> </ul>

### 2021 Deliverables

Information and Communication Standards	Activities
<p><b>Internet Websites and Web Content</b> All Internet website and web content must comply with WCAG 2.0 Level AA (excludes live captioning, audio description).</p>	<ul style="list-style-type: none"> <li>• Create awareness of obligation to ensure all new website and web content and web applications are Level AA compliant.</li> </ul>

### For more information

For more information on this accessibility plan or for a free accessible format of this document, please contact Longo's Customer Service:

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