



Book Outlet's Accessibility Policy

1. Book Outlet's Commitment to Accessibility

Book Outlet is committed to identifying, removing and preventing barriers to accessibility for persons with disabilities. We comply with applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. We will ensure that:

- goods, services, employment and programs are provided in a manner that respects the dignity and independence of persons with disabilities;
- information and communication is provided in accessible formats where requested; and
- accessibility is integrated into our regular workplace processes, thereby providing equal access and opportunity across all stages of the employment lifecycle for colleagues with disabilities.

Further to these commitments, Book Outlet's Multi-year Accessibility Plan outlines the Company's phased-in strategy for identifying, removing and preventing barriers to accessibility

- The Plan is posted on our website (www.bookoutlet.com/ca) and will be provided in alternate formats upon request.
- The Plan will be reviewed and updated at least once every five years.

2. Accessible Information and Communication

• Accessible Websites and Web Content

Book Outlet's websites and web content will conform to level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines. Compliance with level AA will be in place by 2021.

- By January 1, 2016 in Ontario, and as soon as practicable nationally, accessibility will be integrated into Book Outlet's Communication methods as follows:

a. Feedback

Book Outlet will ensure its process for receiving and addressing feedback is accessible by providing or arranging for the provision of accessible formats and communication supports, upon request. Book Outlet will also provide documentation explaining its process for receiving and addressing feedback, upon request.

b. Accessible Formats and Communication Supports

Book Outlet recognizes that persons with disabilities may use alternative methods to access information or services and will upon request provide, or arrange for the provision of, information and communication in an alternative format. The Company will consult with the person making the request in determining the suitability of an accessible format or communication support.

3. Employment

1. Emergency Response Plans

Book Outlet provides workplace emergency response information to its colleagues. An alternative emergency preparedness plan will be completed, and updated as required, for each colleague with a disability for whom the Company is aware an individualized plan is necessary.

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

- a. **Recruitment**

- Book Outlet will notify all internal and external job applicants, in job postings and when inviting an applicant to an interview or assessment, that accommodation is available upon request. When arranging accommodation, the Company will consult with the job applicant to determine their specific accessibility needs.
- When an offer of employment is made, Book Outlet will notify the successful applicant of its policies for accommodating employees with disabilities.

- b. **Workplace**

- Book Outlet will inform its colleagues of its policies relating to accessibility for colleagues with disabilities, including during orientation and on-boarding.
- In response to a colleague request, the Company will, in consultation with the colleague, provide or arrange for the provision of accessible formats and communication support for information that is required in order for the colleague to perform his/her job, and access information that is generally available to colleagues in the workplace.
- The Company will develop written individual accommodation plans for colleagues with disabilities.

- c. **Return to Work from Disability-Related Leave**

- Book Outlet will develop and maintain a documented return to work procedure for colleagues who have been absent from work due to a disability and require accommodation in order to return to work.
- The process will outline the steps the Company will take to work with colleagues to facilitate return to work and provide for documented individual accommodation plans.

- d. **Performance Management and Career Development**

Book Outlet will take the accessibility needs of colleagues with disabilities and individual accommodation plans into account in all performance management and career development processes.

- e. **Redeployment**

Where Book Outlet redeploys a colleague with a disability, the colleague's accessibility needs and individual accommodation plan will be taken into account, so that the colleague's accommodation needs are met.

4. Training

1. By January 1, 2015 in Ontario, and as soon as practicable nationally, accessibility will be integrated into Book Outlet's training programs as follows:

- a. Book Outlet will ensure training is provided to colleagues, volunteers and those who provide services on the Company'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. Training will be:
 - Appropriate to the duties of the person undergoing training
 - Provided before or as soon as possible after the person commences job duties and whenever Book Outlet alters its policies or practices regarding accessibility.