



Book Depot's Accessibility Policy

1. Book Depot's Commitment to Accessibility

Book Depot 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 Depot'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.bookdepot.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 Depot'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 Depot's Communication methods as follows:

a. Feedback

Book Depot 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.

b. Accessible Formats and Communication Supports

Book Depot 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 Depot 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 Depot's employment-related practices as follows:

a. Recruitment

- Book Depot 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 Depot will notify the successful applicant of its policies for accommodating employees with disabilities.

b. Workplace

- Book Depot 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 Depot 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 Depot 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 Depot 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 Depot's training programs as follows:

- a. Book Depot 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 Depot alters its policies or practices regarding accessibility.
2. By July 1, 2016 in Ontario, and as soon as practicable nationally, accessibility will be integrated into Book Depot's training programs as follows:
 - a. Book Depot will ensure training is provided to all staff and volunteers company-wide on the standards set out by provincial legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities, even if staff do not provide services to the public. 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 Depot alters its policies or practices regarding accessibility.

5. Warehouse/Office Access and Facilities

Service animals are permitted to enter Book Depot as companions to customers with disabilities.

In many cases, given the type of animal and/or the animal's identifying markings (eg. a harness), it will be readily apparent that the animal is a service animal and the animal shall be permitted to enter the warehouse and/or office without question.

In certain cases, it may not be easy to identify an animal entering the warehouse and/or office as a service animal. In such cases, for health and safety purposes, Book Depot Management may ask the customer to confirm that the animal is a service animal. Book Depot Management may deny the admission of the animal into the warehouse and/or office until such a time as the customer can produce a tag or card or other document from a public health authority or medical practitioner confirming that the animal is a service animal. If the customer provides a document, it must be on official letterhead from the issuing health authority or medical practitioner and it must contain a telephone number. If Book Depot Management questions the validity of a document provided by the customer, the customer should be granted temporary access and a copy of the document should be made so that the authenticity of it can be immediately determined by calling the telephone number on the document. If the document's authenticity cannot be verified, the customer should be informed and asked to remove the animal from the warehouse and/or office.

Support persons are welcome to accompany and provide assistance to customers with disabilities in the Book Depot warehouse and/or office.