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1 GENERAL REQUIREMENTS

1.1 Statement of Commitment

Through our daily operations, Magnotta Winery Corporation strives at all times to provide accessibility to our employees and our customers in a way that respects the dignity and independence of all people. We are committed to providing people with disabilities with the same opportunity to access our goods and services allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Magnotta is committed to ensuring every employee and customer receives equal treatment with respect to employment and services and receives accommodation where required, in accordance with the provisions of the Human Rights Code; the Accessibility for Ontarians with Disabilities Act and its regulations.

We are committed to preventing and removing barriers for persons with disabilities. Where it is not possible to remove a barrier, Magnotta will strive to accommodate persons with disabilities in a timely manner; consulting with the individual to understand his or her specific accessibility needs and make all reasonable efforts to meet those needs in applicable accessible formats.

1.2 Scope & Plan Availability

Magnotta will make available our Customer Service Policy, Integrated Accessibility Standards Policy and Multi-Year Accessibility Plan on our website for the public.

Both policies and the Multi-Year Plan can be made available in an accessible format upon request.

All accessibility policies will be reviewed at least annually to ensure compliance with legislative requirements and business needs.

Our Multi-Year Accessibility Plan will be reviewed once every five years as per legislative requirement.

Magnotta will prepare and file accessibility status reports as required by legislation.

1.3 Self-service Kiosks

Through all new store development projects, Magnotta will ensure all self-service kiosks are in compliance with all accessibility standards. All existing cash counters and POS

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equipment used by customers will be reviewed by various business leaders to ensure accessibility to all customers.

Timeframe: Ongoing

1.4 Training

All Magnotta employees will be trained on AODA and its regulations via our internal policies at time of orientation as well as through on-line courses provided by a 3rd party organization.

- New employees will be trained at time of orientation on providing accessible customer service to people with disabilities
- Employees will be trained on any updates and/or changes to our internal policies and/or when legislative requirements change, as required and appropriate to the duties of the employees
- Employees will be provided with training outlining the various requirements under the Integrated Accessibility Standards and Human Rights Code as it pertains to persons with disabilities
- Magnotta will keep a record of all training records, including the dates on which the training is provided and the number of individuals to whom it is provided

Timeframe: Ongoing

2 INFORMATION AND COMMUNICATIONS STANDARDS

2.1 Feedback

Providing exceptional service is of great importance to Magnotta. As such, we value both positive and constructive feedback from our customers.

Customer comments can be forwarded through the following avenues:

- Speaking to a Store Manager
- By e-mail to customerservice@magnotta.com
- By e-mail to hr@magnotta.com
- By phone to 1-800-461-9463
- By mail to 271 Chrislea Road, Vaughan, ON, L4L 8N6

Responses to any customer comment will be made in the same manner in which the comment was received, unless the customer stipulates otherwise.

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All feedback will be reviewed by our General Manager, Retail Operations, or Human Resources Manager; a decision made and response provided to the customer directly within one (1) weeks time.

Timeframe: Ongoing

2.2 Accessible Formats and Communication Supports

Magnotta will make publicly available information accessible to the public upon request. Accessible formats and communication supports for persons with disabilities will be provided as required. We will consult with the person making the request to ensure we provide an accessible format which is suitable in meeting their needs and we will provide it within a reasonable timeframe.

Timeframe: January 1, 2016

2.3 Accessible Websites and Web Content

Magnotta will ensure its website and all online content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. When designing or updating the website, Magnotta will ensure all changes are in compliance with the accessibility regulations.

Timeframe: January 1, 2021

3 EMPLOYMENT STANDARDS

Magnotta is committed to providing a fair and equitable recruitment process to all applicants as such Magnotta will maintain employment practices which are inclusive of all persons and ensure our practices are accessible to persons with disabilities so they may fully participate in the recruitment and selection process.

Magnotta will:

- Notify its employees and the public about the availability of accommodation for applicants with disabilities in the recruitment, selection and hiring processes
- Magnotta will consult with the applicant if an accommodation request is presented and provide accommodation in a manner that takes into account the applicant's accessibility needs due to disability
- Develop accommodation plans for employees with disabilities
- Develop individualized emergency response plans for employees with disabilities upon notification of accessibility requirements; when the employee moves to a

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different location in the organization; when the employee’s overall accommodations needs or plans are reviewed; and/or when Magnotta reviews its general emergency response policies

- Develop return to work plans for employees who have been absent from work due to a disability and require accommodation in order to return
- Magnotta will document all RTW plans
- Make performance management, career development and job changes accessible to employees with disabilities

Timeframe: Ongoing

4 DESIGN OF PUBLIC SPACES STANDARDS

Magnotta, through building or making major modifications to public spaces, will ensure compliance with all accessibility standards for the Design of Public Spaces. Public spaces include but are not limited to, outdoor paths of travel, ie. sidewalks, ramps, stairs, curb ramps, accessible off street parking as well as service related elements such as service counters, self-service kiosks, queuing lines, etc.

Magnotta will notify the public of any preventative and emergency maintenance required or temporary disruptions to service as required.

Timeframe: January 1, 2017

5 Revision History

December 2014 – Original