

	<b>INTEGRATED ACCESSIBILITY STANDARDS - AODA</b>	Policy: 6251
		Issued: Dec 14
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## 1 Purpose

The Integrated Accessibility Standards (Regulation 191/11) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), came into force on July 1, 2011. The Regulation establishes standards to address barriers that persons with disabilities face in the following areas:

- Information and Communications
- Employment
- Transportation
- Built Environment – including buildings, parking and entrances

The purpose of this policy is to ensure compliance with Ontario’s Integrated Accessibility Standards.

## 2 Scope

This policy applies to all employees of Magnotta Winery Corporation who interact with customers as well as any employee responsible for the development and implementation of customer service policies, procedures and practices.

## 3 Policy

### 3.1 Legislation


The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005. It has been mandated under the act, to break down the barriers faced by people with disabilities to make the province of Ontario accessible by 2025.

These standards will address barriers facing people with a range of disabilities, including physical, vision, hearing, sensory, mental health, developmental and learning.

These standards will be implemented as required over the next few years with the goal of being fully accessible to customers by 2025.

### 3.2 Policy

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.

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### 3.2.1 Information and Communications

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.

### 3.2.2 Definitions

The following definitions apply for the purpose of this policy:

“Accessible Formats” may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“Disability” means,

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

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“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

“Feedback” means any comments, compliments, suggestions or complaints provided to Magnotta by its customers.

“Internet Website” means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier and is accessible to the public.

“Information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

“Kiosk” means an interactive electronic terminal, including a point of sale device, intended for public use.

“Large Organization” means an obligated organization with 50 or more employees in Ontario.

“New Internet Website” means either an Internet Website with a new domain name or an Internet Website with an existing domain name which has undergone a significant refresh.

“Mobility Aid” means a device used to facilitate the transport, in a seated posture, of a person with a disability.

“Mobility Assistive Device” means a cane, walker or similar aid.

### 3.2.3 Workplace Emergency Response Information

Magnotta will provide individualized emergency response information for any employee who has a disability, and requests personalized information. With the employee’s consent, the personalized emergency response information will be provided to designated company employees responsible for assisting the employee with a disability in the case of an emergency.

A personalized response plan will be made available in a timely manner as soon as Magnotta becomes aware of the need for accommodation.

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Personalized response plans will be modified as necessary based on the employee's movement throughout the organization; when needs are altered or when Magnotta reviews its emergency policies and procedures.

### 3.2.4 Feedback Process

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](mailto:customerservice@magnotta.com)
- By e-mail to [hr@magnotta.com](mailto: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.

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.

### 3.2.5 Accessibility Policy 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.

## 3.3 *Communication*

This policy will be communicated to all employees via memo and to new employees during orientation through the Policy and Procedures Manual.

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### *3.4 Training*

AODA training will be provided to all employees through an on-line training course provided by a 3<sup>rd</sup> party training supplier as well as through the Policy and Procedures Manual.

## **4 Enforcement**

This policy must be adhered to by all Magnotta Winery Corporation employees. Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

## **5 Revision History**

December 2014 – Original