

## Accessibility Plan

The **Integrated Accessibility Standards Regulation (IASR)** under the **Accessibility for Ontarians with Disabilities Act (AODA)** requires Hunter Douglas Canada LP (the “Company”) to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

Every five years, the Company sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, the Company aims to become barrier-free by 2025.

This course includes complying with the following accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

The 2012–2017 accessibility plans will help to inform planning requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted July 1, 2011 under the **Accessibility for Ontarians with Disabilities Act (AODA)**. The AODA requires the Company to develop, implement, and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

The multi-year accessibility plan outlines the specific steps the Company is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation beginning January 1, 2012.

The Company remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our customers ensures that accessibility is given significant consideration.

This plan has been developed by our Senior Management team in accordance with the Integrated Regulation. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA. It will be provided in an alternative format upon request.

In accordance with the requirements, the Company will:

- Provide all information relating to the plan in alternative formats upon request
- Review and update the plan at least once every five years

The Human Resources Manager will follow up on the progress of the plan and, if necessary, remind the responsible parties of their roles in implementing the plan.

## Multi-year plan in chart form

<b>Multi-year accessibility plan under the Integrated Accessibility Standards</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
<b>General requirements of the Regulation</b>				
Accessibility policies, practices and procedures	<p>The Company will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR.</p> <p>The policy will be publicly available on the corporate website.</p> <p>The Company will provide the policy in alternative formats upon request</p>	HR Manager	Jan. 1, 2014	Completed
Multi-year accessibility plan	<p>The Company will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA.</p> <p>The company will:</p> <ul style="list-style-type: none"> <li>• Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities</li> <li>• Post the plan on the corporate website</li> </ul>	Senior Management Team	Jan. 1, 2014	Completed

Multi-year accessibility plan under the Integrated Accessibility Standards				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review
	<ul style="list-style-type: none"> <li>• Provide all information relating to the plan in alternative formats upon request</li> <li>• Review and update the plan at least once every five years</li> </ul>			
Self-service kiosks	When the Company does make use of self-service kiosks available to its customers and/or employees, it will have regard for accessibility features when designing, procuring or acquiring self-service kiosks.		N/A	
Training	<p>The Company will provide training to all employees, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the <b>Human Rights Code</b> as it pertains to persons with disabilities.</p> <p>The Company will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.</p> <p>Training will re-occur when there are changes</p>	HR Manager	Jan. 1, 2015	On target

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	to the accessibility policies.			
<b>Requirements under the information and communications standard</b>				
Emergency procedures, plans, or public safety information	Any emergency procedures, plans or public safety information that is made available to the public must be provided in an accessible format upon request.		N/A	The Company does not provide public safety information at this time.
Accessible formats and communication supports	<p>Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in our organization.</p> <p>Explain how the Company plans to produce and deliver alternately formatted material essential to our company and our customers and what those materials are.</p> <p>Post a notice on our website that information is available in a variety of accessible formats.</p> <p>When an alternate accessible format and</p>	All departments involved in providing information and documents to customers	Jan. 1, 2016	On target

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	<p>communication support is requested, a person with a disability will be consulted.</p> <p>Have a process in place for customers to request and be provided with information and communication in an accessible format.</p> <p>Explain when an accessible format is not feasible.</p> <p>Post this information on the company website.</p>			
Feedback	<p>Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.</p> <p>This process must be arranged in a timely manner, taking into consideration the nature of the person's disability, at no more than the regular cost charged to other persons.</p> <p>Notify the public about the availability of the accessible formats and the communication supports feedback</p>	Senior Management team	Jan. 1, 2015	On target

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	process.			
Accessible websites and web content	<p>Develop accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA.</p> <p>Launch accessible website.</p> <p>Monitor website accessibility and compliance with the guidelines and the law.</p>	Marketing Department	<ul style="list-style-type: none"> <li>• By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A</li> <li>• By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded)]</li> </ul>	<p>The 2014 deadline task is complete.</p> <p>The Company is in contact with website designer to ensure compliance with the January 1, 2021 deadline.</p>

**Requirements under the employment standard**

Workplace emergency response information	<p>The company will provide individualized workplace emergency response information to employees who have disclosed a disability.</p> <p>With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to</p>	Joint Health and Safety Committee and the HR department	Jan. 1, 2012	HR will develop an emergency response plan with the employee as soon as practicable once they become aware of the need.
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	<p>the employee.</p> <p>The individualized workplace emergency response information will be reviewed:</p> <ul style="list-style-type: none"> <li>• When the employee moves to a different location in the organization</li> <li>• When the employee's overall accommodations needs or plans are reviewed, and</li> <li>• When the employer reviews its general emergency response policies</li> </ul>			
Recruitment	<p>Promote employment opportunities for the designated groups, including persons with disabilities.</p> <p>On the company's website and on job advertisements, specify that accommodation is available for job applicants with disabilities.</p> <p>Inform candidates about the availability of accommodations:</p> <ul style="list-style-type: none"> <li>• when called for an interview</li> <li>• during the selection process</li> <li>• at the time of job offer</li> <li>• at orientation</li> </ul>	HR department	Jan. 1, 2016	Currently under review
Support information for	Inform employees of policies and supports	HR department	Jan. 1, 2016	Currently under



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employees	<p>for employees with disabilities as soon as practicable after new employees begin employment.</p> <p>Update information provided to employees as policies change.</p>			review
Accessible formats and communication	<p>Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.</p>	HR department	Jan. 1, 2016	Currently under review
Documented individualized plans	<p>Develop a written process for developing individual accommodation plans for employees with disabilities.</p> <p>Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.</p> <p>Document the process.</p>	HR department	Jan. 1, 2016	Currently under review
Performance assessment,	Take into account the accessibility needs and	HR department	Jan. 1, 2016	Currently under

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career development and advancement, and redeployment	accommodation plans of employees with disabilities for performance management, career development and redeployment.			review
<b>Requirements under the transportation standard</b>				
This standard does not apply to us				
<b>Requirements under the built environment standard</b>				
This standard is not yet law and the Company is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or (when practicable) before that happens, the Company will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.				