



Fabricland's Multi-Year Accessibility Plan

Statement of Commitment

Fabricland is committed to working towards being compliant with all applicable standards under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") as they are introduced and become law. We also understand the importance of developing, implementing and enforcing standards in a timely manner in order to help achieve accessibility for Ontarians with disabilities.

Fabricland has developed accessibility policies and has trained employees in compliance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07), the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code. Fabricland also provides Workplace Emergency Response Information as per Ontario's Accessibility Standard for Employment. In addition, Fabricland's website and all its content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

Fabricland accepts and responds to feedback from customers and members of the general public in different formats including mail, e-mail, telephone, and in person at our retail locations. Accessible feedback formats are available and offered to people in accordance with their needs. We are committed to continue to accept and respond to feedback in full compliance with the Accessibility Standard for Information and Communications.

Fabricland is committed to implementing the following initiatives by **January 1, 2016**:

1. Ensure that Fabricland's recruitment practices are compliant with the Accessibility Standard for Information and Communications.
2. Ensure that all of our policies that support employees with disabilities are communicated to our employees systematically in accordance with the Standard.
3. Ensure that a policy and procedure framework is developed to create accommodation plans for employees with disabilities who require accommodation and that the accommodation plans are developed in a clear and consistent manner in accordance with the Accessibility Standard for Employment.
4. Ensure that all information about our products, services and facilities is provided to our customers in accordance with the Accessibility Standard for Information and Communications.

Fabricland is committed to implementing the following initiatives by **January 1, 2021**:

1. Ensure that all Fabricland websites and all web content on those sites published after January 1, 2012 conform to WCAG 2.0 Level AA.

Fabricland will maintain, review and update our accessibility policies and procedures and our multi-year accessibility plan regularly in order to meet all present and future requirements of the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA).



Feedback Process and Requests for Documents:

Fabricland welcomes feedback, including feedback about our services to persons with disabilities. Customers who wish to provide feedback verbally or by completing an onsite customer feedback form can do so with the Store Manager or Assistant Store Manager at every Fabricland retail location.

Customers can also submit feedback directly to Fabricland's head office by any of the following methods:

By Mail:

Fabricland Distributors Inc.
Customer Relations Department
1450 Castlefield Avenue
Toronto, Ontario
M6M 1Y6

By E-Mail: members@fabricland.ca

By Telephone: 1-888-780-0333 (message service, all calls are returned within 48 hours by one of Fabricland's Customer Relations professionals).

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Using the contact methods listed above, customers may also contact us to request a copy of Fabricland's Accessible Customer Service Policy. Depending on the preference of the customer, documents can be provided in alternate formats such as:

- Electronically by e-mail from head office.
- Mailed to the customer via Canada Post
- A copy of the document can be obtained from Store Management at any of our Ontario retail locations.
- Print-enlarged at head office and mailed or faxed to the customer.
- Read to the customer by store employee or via telephone by a Customer Relations professional.
- Any other method requested by the customer if that method is within the capability of Fabricland to provide.