



Pet Valu Canada Inc. 2023-2027 Multi-Year Accessibility Plan

Pet Valu Canada Inc.

Pet Valu Canada Inc. (the “Company”) is Canada’s leading retailer of pet food and pet-related supplies with over 700 corporate-owned or franchised locations across the country. For more than 40 years, the Company has earned the trust and loyalty of pet parents by offering knowledgeable customer service, a premium product offering and engaging in-store services. The Company’s neighbourhood stores offer more than 7,000 competitively-priced products, including a broad assortment of premium, super premium, holistic and award-winning proprietary brands. Our goal is to maintain a positive customer experience and work environment that upholds the highest standards of business ethics and workplace behaviour. Our actions and decisions are geared toward satisfying the needs of our customers, be they external or internal.

Introduction

In 2005, the Ontario legislature passed the *Accessibility for Ontarians with Disabilities Act* (AODA). This piece of legislation was designed to improve full participation of persons with disabilities in all facets of life in Ontario through the identification, removal and prevention of barriers to access. AODA addresses five areas (Customer Service, Information & Communication, Transportation, Employment, and Design of Public Spaces). On January 1, 2012, the Customer Service Standard came into effect. The Ontario legislature has since amalgamated the Customer Service Standard with the four remaining standards (Information & Communication, Transportation, Employment, and Design of Public Spaces) into one standard, the Integrated Standard.

Commitment to Accessibility

The Company promotes a culture which engages its customers, vendors, franchisees, and employees in promoting dignity, independence, integration, and equality of opportunity for persons with disabilities. Our Company is committed to giving people with disabilities the same opportunity to access our goods and services and allowing people with disabilities to benefit from the same services, in the same place and in a similar way as others benefit.

The Company is committed to breaking down the barriers which prevent the full inclusion of persons with disabilities in its workplaces. To fulfill this commitment, the Company regularly reviews its policies, practices, facilities and services against a Multi-Year Accessibility Plan. It is a requirement of the Integrated Standard to review the Multi-Year Accessibility Plan at least once every five years. The current plan covers 2023 to 2027 (the “Accessibility Plan”). The Accessibility Plan will serve as a tool for the Company to review and address barriers which may currently appear in its daily operations and will ensure that new policies, procedures, facilities and services will take into account the needs and rights of persons with disabilities in accordance to the requirements of the AODA.

Communication of the Plan

The Accessibility Plan will be posted on the external Pet Valu website under Accessibility at the bottom of the main web page. Copies of the Accessibility Plan will also be made available in accessible formats by request to the Human Resources Department:

Human Resources Department

Pet Valu Canada Inc.

Phone: 905 946-1200

Email: hr@petvalu.com

Pet Valu Canada Inc.: Multi-year Accessibility Plan 2023-2027

CUSTOMER SERVICE STANDARDS

The Company is committed to excellence in serving all customers, including those with disabilities, in a manner that respects their dignity and independence. The provision of goods or services to customers with disabilities is integrated unless an alternate measure is necessary, on either a temporary or permanent basis, to enable a customer with a disability to obtain, use, or benefit from the goods or services with equal opportunity as other customers. Customers with disabilities may use assistive devices and/or support persons or animals (unless otherwise excluded by law) to access the goods or services. Communication with persons providing goods or services on behalf of the Company will taken into consideration the customer's disability.

Actions taken:

- Create policies regarding accessible customer service
- Permit individuals to access goods and services using service animals and support persons as needed
- Through the mandatory training provided to all new hires and tracked on our Learning Management System ("LMS") regarding the obligations of the Customer Service Standards, we are:
 - Ensuring that all persons who, on behalf of the Company, deal with the public or other third parties, and those who are involved in the development and approval of customer service policies and procedures, are trained to communicate the best possible customer service experience to all customers, including those with disabilities;
 - Ensuring that such persons are trained and familiar with various assistive devices that may be used by customers;
 - Ensuring that such persons are training and familiar with how to handle customers accompanied by a support person, guide dog, or other service animal;
- Provide notice to the public in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by those with disabilities by providing notice at the premise entrance and/or service counter, as required.
- Allow customer service support and feedback through a variety of communication channels, including phone, fax, email support.
- Add an "Accessibility" tab to the footer of the Company's main website (www.petvalu.com) to communicate the Accessibility Plan, Accommodation Policies, and the Customer Service Policy for Serving Persons with Disabilities.

Status: Complete

WORKPLACE EMERGENCY RESPONSE

When the Company is aware that an employee has a disability and that there is a need for accommodation, an individualized workplace emergency response plan will be prepared through consultation with the employee and others identified for support.

Actions taken:

- Provide new employees with an opportunity to request an individualized workplace emergency response plan through the onboarding process.
- Provide information to employees on how to request an individualized workplace response plan through the annual review and acknowledgement of the employee handbook.
- Develop individualized workplace emergency response plans, as required.

- Review and reassess individualized emergency response plans when an employee relocates to a new workplace location, when new accommodation needs are identified, when we review our general emergency response plans, or as otherwise required under AODA.

Status: Complete

TRAINING

The Company is committed to implementing processes to ensure that all persons who, on behalf of the Company, deal with the public or other third parties, and those who are involved in the development and approval of training programs, are trained on the requirements of AODA and the Ontario Human Rights Code as it pertains to persons with disabilities and are provided with such training as soon as practicable.

Actions taken:

- Ensure that appropriate training on the requirements of AODA and on the Ontario Human Rights Code as it pertains to persons with disabilities is provided to all employees and third-party contractors, including those responsible for the design of Company training programs, through the use of the Company LMS platform as soon as practicable.
- Maintain training records of participant's names and dates of completion.

Status: Complete

INFORMATION AND COMMUNICATION STANDARDS

The Company is committed to making information and communications, provided by the Company through a variety of systems and platforms, meet the needs of those with disabilities. The Company strives to achieve the most effective and efficient access to information for all persons.

Actions taken:

- Ensure that a variety of modalities (e.g. telephone, website, email) are available to the public to submit enquiries and feedback to the Company customer service department.
- Ensure that the public is notified about the availability of accessible formats and communication supports through the Customer Service Policy posted on the Company website.
- Through the mandatory training provided to all new employees and third-party contractors, also tracked on our LMS, regarding the obligations of the Information and Communication Standards, we are ensuring that all persons who, on behalf of the Company, deal with the public or other third parties, and those who are involved in the development and approval of communication policies and procedures, are trained to communicate to all persons including those with disabilities.
- Consult with the person making the accommodation request to determine the suitability of the accessible format or communication support.
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner (including in respect of information relating to emergency procedures) and at a cost no more than the regular cost charged to other persons.

Status: Complete

Actions taken:

- The Company completes a quarterly scan to ensure it confirms with the World Wide Web Consortium Web content Accessibility Guidelines (WCAG) 2.0 Level AA.

Status: Complete

EMPLOYMENT STANDARDS

The Company is committed to inclusive and accessible employment practices that allow persons with disabilities fair treatment and accessibility throughout the recruitment, selection, and employment cycle.

Recruitment & Selection

Actions Taken:

- Through the mandatory training provided to all new employees and third-party contractors, also tracked on our LMS, regarding the obligations of the Employment Standard, we are ensuring that all persons who, on behalf of the Company, participate in the recruitment and selection of candidates, are trained to communicate to all persons including those with disabilities.
- Specify that accommodation is available for applicants with disabilities on the Company careers website and on Ontario job postings.
- Modify existing interview and selection guides to prompt interviewer to notify selected candidates of the availability of accommodation throughout the recruitment and selection process.
- Consult with the candidates and arrange for the provision of suitable accommodation that takes into account the candidate's disability, as needed.
- Notify successful candidates, through the offer of employment letters, of the Company's Accommodation Policy.

Status: Complete

Informing Employees of Supports

Actions Taken:

- Notify all employees of the Company policies supporting employees with disabilities as soon as possible after employment begins, specifically through the review and acknowledgment of the employee handbook in the LMS.
- Keep employees up to date on changes to existing policies on job accommodations with respect to disability.
- Consult with any employee requesting accommodation and arrange for the provision of suitable accommodation that takes into account the candidate's disability to support the employee being able to access information to perform their duties and to access information generally available to employees in the workplace.
- Provide workplace information in accessible formats and with communication supports, as requested

Status: Complete

Individual Accommodation Plans/Return to Work Plans

Actions Taken:

- Develop a written process for documenting an individual accommodation plan or return to work plan ("plan") and include the written process in the Company employee handbook.
- As required, produce and provide a documented individual accommodation plan or return to work plan (the "plan"), that will:
 - Include participation of the employee requiring the plan.
 - Include requested information from outside parties such as medical experts, if required, to determine if accommodation can be achieved and how.

- Adhere to the Company privacy policy with respect to any confidential information that is collected in the plan.
- Include information regarding the frequency with which the plan will be reviewed and in what manner.
- Include reason(s) for denial, if applicable.
- Include individualized workplace emergency response information, if required.
- Be presented to the employee in an accessible format that takes into account the needs of the employee.

Status: Complete

Performance Management, Career Development, Redeployment

Actions Taken:

- Consider the needs of employees with disabilities and, as applicable, their individual accommodation plans when:
 - Assessing performance
 - Managing career development and advancement
 - Redeployment is required
- Ensure that all internal postings in Ontario specify that accommodation is available upon request to internal employee candidates.

Status: Complete

DESIGN OF PUBLIC SPACES STANDARD

The Company is committed to designing public spaces that are free from barriers and accessible to all persons we serve while undertaking new construction or significant renovations.

Actions Taken:

- Comply with AODA Design of Public Spaces Standards when building or significantly modifying store, warehouse, or head office locations, including, but limited to, the provision of service counters in store locations that are low and deep enough for persons sitting in a mobility aid or other assistive device.

Status: Complete

Contact Information:

For more information, questions, or concerns regarding accessibility at Pet Valu Canada Inc. or to request communication in an accessible format, please contact the Human Resources Department at 905-946-1200 or hr@petvalu.com.