

michael hill

**AODA**

STATEMENT OF  
COMMITMENT &  
IASR-MULTI-YEAR  
ACCESSIBILITY PLAN

# STATEMENT OF COMMITMENT, INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) AND MULTI-YEAR ACCESSIBILITY PLAN

## **STATEMENT OF COMMITMENT TO ACCESSIBILITY**

Michael Hill Jeweller (Canada) Ltd. (hereon referred to as "Michael Hill") is committed to providing a barrier-free environment for our customers, team members, job applicants, suppliers, visitors, and other stakeholders who enter our premises, or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, Customer Service Standard, and the integrated Accessibility Standards Regulation.

Our organization has made a commitment to accessibility for everyone who uses our services. Michael Hill has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for team members, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training.

More detailed information on our accessibility policy is available on our website.

## **POLICY**

The following policy has been established by Michael Hill to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment.

Michael Hill is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

## **PROCEDURE**

### **1. ESTABLISHMENT OF ACCESSIBILITY POLICIES AND PLANS**

Michael Hill is committed to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Michael Hill will establish, document and maintain a multi-year accessibility plan which outlines its strategy to prevent and remove barriers and meet its requirements under the IASR. In accordance with the regulations the multi-year accessibility plan will be reviewed and updated once every five (5) years, and will be posted on the company's website. The accessibility plan will be made available in an accessible format upon request

### **2. TRAINING REQUIREMENTS**

Michael Hill will ensure that training is provided to all Ontario team members on the requirements of the accessibility standards referred to in the IASR and continue to provide training when changes are made to the accessibility policy.

### **3. RECRUITMENT, ASSESSMENT AND SELECTION**

Michael Hill will notify team members and the public about the availability of accommodation for job applicants who have disabilities. Upon request, applicants will be informed that these accommodations are available for the interview process and for other candidate selection methods. Where an accommodation is requested, Michael Hill will consult with the applicant and provide or arrange for suitable accommodation. Successful applicants will be made aware of Michael Hill's policies for accommodating people with disabilities.

### **4. ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS**

When requested, Michael Hill will provide, or will make the arrangements for the provision of accessible formats for persons with disabilities. The format required will take into account the individual's accessibility needs based on the type of disability. Michael Hill will consult with the person making the request to understand the nature of the accessible format or communication support that is required.

### **5. WORKPLACE EMERGENCY RESPONSE INFORMATION**

Where required, Michael Hill will create individual workplace emergency response information for team members with disabilities. This information will be created in consultation with the team member and take into account the unique challenges created by the individual's disability and the physical nature of the workplace. The information will be reviewed when the team member moves to a different physical location in the organization and/or when the team member's overall accommodation needs or plans are reviewed.

### **6. DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS**

Michael Hill will also develop and have in place documented individual accommodation plans for team members with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

### **7. PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT, ADVANCEMENT AND REDEPLOYMENT**

Michael Hill takes into account the accessibility needs of team members with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to team members, or when redeploying team members.

### 8. RETURN TO WORK

Michael Hill will develop and implement return to work processes for team members who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work. The return to work process will outline the steps Michael Hill will take to facilitate the team member's return to work and shall use documented individual accommodation plans

### 9. REVIEW

This policy will be reviewed regularly to ensure that it is reflective of Michael Hill's current practices as well as legislative requirements.

## CONTACT US

Accessible formats of this document are available free of charge upon request. For more information on Michael Hill's accessibility policies and multi-year plan please contact us. Should we need to contact you to provide further information please include:

- Your name
- Your affiliation (e.g. Customer, visitor, etc.)
- Your contact information (address, telephone and/or email)
- A brief summary of your feedback

**Email:** [px@michaelhill.ca](mailto:px@michaelhill.ca)

**Telephone:** 1-855-354-4455 (ask for Human Resources)

# MULTI-YEAR ACCESSIBILITY PLAN

In accordance with the Integrated Accessibility Standards Regulations under the AODA, Michael Hill Jeweller (Canada) Ltd. will:

Review and update this plan at least once every five years thereafter.

Post this plan on the Michael Hill Jeweller (Canada) Ltd. website ([www.michaelhill.ca](http://www.michaelhill.ca)).

Provide this plan in an accessible format, upon request.

Report as required on its public website on the progress of implementation

AODA INITIATIVE	ACTION	COMPLIANCE DATE	STATUS
<b>Part I – General</b>			
<b>Accessibility Policies</b>	<ul style="list-style-type: none"> <li>■ Develop and implement Integrated Accessibility Standards Policy.</li> <li>■ Make the Policy publicly available and provide in an accessible format, upon request.</li> <li>■ Review &amp; update as required</li> </ul>	January 1, 2014	<b>COMPLETE</b>
<b>Accessibility Plan</b>	<ul style="list-style-type: none"> <li>■ Develop a Multi-Year Accessibility Plan</li> <li>■ Post Multi-Year Accessibility Plan on Michael Hill (Canada) website and provide in an accessible format, upon request.</li> <li>■ HR to review Plan January 1 every five (5) years</li> </ul>	January 1, 2014	<b>COMPLETE</b>
<b>Training</b>	<ul style="list-style-type: none"> <li>■ Launch online training program based on AODA requirements</li> <li>■ Incorporate on-going training into new employee onboarding.</li> <li>■ Keep record of employees who have completed training.</li> </ul>	January 1, 2015 and ongoing	<b>COMPLETE AND ONGOING</b>

Part II – Information and Communications Standards			
<p><b>Feedback Processes</b></p> <ul style="list-style-type: none"> <li>■ Ensure that processes for receiving and responding to feedback are accessible and meet the requirements of the IASR.</li> </ul>	<ul style="list-style-type: none"> <li>■ Ensure that processes for receiving and responding to feedback are accessible.</li> <li>■ Provide accessible formats and communication supports upon request.</li> </ul>	January 1, 2015	COMPLETE
<p><b>Accessible Formats and Communication Supports</b></p>	<ul style="list-style-type: none"> <li>■ To the extent practicable, provide accessible formats and communication supports for persons with disabilities upon request, within a timely manner</li> <li>■ Consult with person making the request to determine suitability of accessible format or communication support.</li> <li>■ The provision of accessible formats and communication supports for persons with disabilities will be provided at a cost no more than regular cost charged to other persons.</li> </ul>	January 1, 2016	COMPLETE
<p><b>Emergency Procedures, Plans or Public Safety Information</b></p>	<ul style="list-style-type: none"> <li>■ Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable.</li> </ul>	January 1, 2012	COMPLETE
<p><b>Accessible Websites and Web Content</b></p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> <li>■ success criteria 1.2.4 Captions (Live)</li> <li>■ success criteria 1.2.5 Audio Descriptions (Pre-recorded).</li> </ul>	<ul style="list-style-type: none"> <li>■ Contact IT department and send them information pertaining to this requirement for revision to Michael Hill (Canada) website.</li> </ul>	January 1, 2021	IN PROGRESS

Part III – Employment Standards			
<p><b>Recruitment, Assessment, Selection</b></p>	<ul style="list-style-type: none"> <li>■ Review and, as necessary, modify existing recruitment procedures and practices specifying that accommodation is available for applicants with disabilities on our website and on job postings:</li> <li>■ Include a statement on applicable Job Postings: "We are committed to an inclusive, barrier-free work environment and recruitment and selection processes. Accommodations are available upon request for candidates taking part in all aspects of the recruitment process.</li> <li>■ Ensure hiring managers provide accommodations as requested by applicants.</li> </ul>	<p>January 1, 2016</p>	<p><b>COMPLETE</b></p>
<p><b>Informing Employees of Supports</b></p>	<ul style="list-style-type: none"> <li>■ Post all AODA Policies on Hillnet (internal employee web portal)</li> </ul>	<p>January 1, 2016</p>	<p><b>COMPLETE</b></p>
<p><b>Accessible Formats and Communication Supports for Employees</b></p>	<ul style="list-style-type: none"> <li>■ Upon request by an employee with a disability, the employee's Manager and/or HR shall consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job</li> </ul>	<p>January 1, 2016</p>	<p><b>COMPLETE</b></p>
<p><b>Workplace Emergency Response Information</b></p>	<ul style="list-style-type: none"> <li>■ An Individualized Emergency Response Information form will be completed for those employees whom have disclosed a disability and require an accommodation.</li> <li>■ This will be done as soon as Michael Hill becomes aware of any such persons with disabilities requiring such a plan. The Plans will be reviewed as required.</li> </ul>	<p>January 1, 2012</p>	<p><b>COMPLETE</b></p>

<p><b>Documented Individual Accommodation Plans / Return to Work Process</b></p>	<ul style="list-style-type: none"> <li>■ Individual Accommodation Plans will be created for employees requiring accommodation due to a disability by the employee's Manager in partnership with HR</li> <li>■ Individualized accommodation plans will be kept in an employee's personnel file and kept private and secure.</li> <li>■ The plan shall be updated when the employee requiring accommodation informs their manager of any changes to their disability and/or accommodation required.</li> <li>■ Employees returning to work after a disability related leave of absence shall be assisted by their Manager and HR on a return to work plan and temporary accommodation where required.</li> </ul>	<p>January 1, 2016</p>	<p><b>COMPLETE</b></p>
<p><b>Performance Management, Career Development, Advancement and Redeployment</b></p>	<ul style="list-style-type: none"> <li>■ Any performance management documentation is available in print and online formats.</li> <li>■ Career development and advancement opportunities will be provided in formats that are consistent with an employee's individual accommodation plan where applicable.</li> </ul>	<p>January 1, 2016</p>	<p><b>COMPLETE</b></p>