

# ACCESSIBILITY POLICY

## POLICY STATEMENT

Spinrite is committed to providing equal treatment to people with disabilities with respect to the use and benefit of its goods, services and facilities in a manner that respects their dignity and that is equitable in relation to the broader public.

This commitment extends to customers, visitors and employees with visible or non-visible disabilities.

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## MULTI-YEAR ACCESSIBILITY PLAN

Spinrite has developed the following Multi-Year Accessibility Plan. The plan will be posted on its website and shall be made available in an accessible format and with communication supports, upon request. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

### TRAINING (JANUARY 1, 2015)

Spinrite will provide training on the requirements of the regulation as it relates to a person's duties – and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided to all existing and new employees who participate in developing the policies and people who provide goods or services on behalf of Spinrite. Training will also be provided when Spinrite's accessibility policies change. A record will be kept of the training provided, including dates and number of individual's trained.

## INFORMATION AND COMMUNICATIONS STANDARD

### ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS (JANUARY 1, 2016)

When requested, Spinrite shall provide information and communications in an accessible manner to people with disabilities. Spinrite shall consult with the person making the request to determine their accessible needs. Spinrite will determine the most appropriate accessible format or communication support depending on the accessibility needs of the person and the capability of Spinrite to deliver. Accessible formats and communication supports shall be provided in a timely manner and at a cost that is not more than the regular costs to other people.

This requirement does not apply to products and product labels, communications and information that Spinrite does not control directly or indirectly through a contract, or information or communications that cannot be converted. Spinrite will determine, in consultation with the person requesting the information or communication, if it is not possible to provide it in an accessible format or with appropriate communication supports. When it is not possible to convert the requested material, Spinrite will provide the individual making the request with an explanation as to why the information or communications are unconvertible and a summary of the information and communications.

### FEEDBACK (JANUARY 1, 2015)

Spinrite will ensure that feedback processes that are in place are accessible. This may include arranging for accessible formats and communication supports on request. The availability of accessible format and communication supports will be posted on our website.

## **ACCESSIBLE WEBSITES AND WEB CONTENT**

Spinrite will conform to the international World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

January 1, 2014 – New internet websites and web content available on the sites will conform to WCAG 2.0 Level A.

January 1, 2021 – All internet websites will conform to WCAG 2.1 Level AA and all web content available on the sites that was developed after January 1, 2012 will also conform.

Spinrite Yarns embraces a culture of transparency, honesty, and hard work. We are accountable to each other and driven to succeed. Spinrite Yarns is committed to digital accessibility, and to conforming to the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA and complying with the Department of Justice's Americans with Disabilities Act (ADA) Standards for Accessible Design, and other applicable regulations.

To accomplish this, we have partnered with eSSENTIAL Accessibility to administer our accessibility program and oversee its governance. Their accessibility program evaluates and audits our digital products on an ongoing basis in accordance with best practices and is supported by a diverse team of accessibility professionals, including users of assistive technologies. The platform, moreover, goes beyond minimum compliance requirements by making an assistive CX technology application available to customers who have trouble typing, gesturing, moving a mouse, or reading. The application is free to download and it incorporates tools such as mouse and keyboard replacements, voice recognition, speech enablement, hands-free/touch-free navigation, and more.

## **EMPLOYMENT STANDARD (JANUARY 1, 2016)**

### **EMPLOYEE NOTIFICATIONS**

Spinrite will inform all employees, both new and existing, of its accessible employment practices, including policies on providing job accommodations that take into account an employee's accessibility needs due to disability.

### **RECRUITMENT**

When advertising job positions, Spinrite will state that accommodations for job applicants with disabilities are available on request. When inviting applicants to participate in the selection process, applicants will be advised that accessible accommodations are available on request to support their participation. When offering a job to a successful applicant, the applicant will be informed of Spinrite's policies on accommodating employees with disabilities.

### **ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES**

Upon request by an employee with a disability, Spinrite will consult with the employee to determine their accommodation needs and how best to accommodate them. Spinrite shall provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job, and for information that is generally available to employees in the workplace.

### **DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS**

Spinrite will develop a written process to document individual accommodation plans for employees with disabilities. Upon request and with the employee's participation, Spinrite will work with the employee with a disability to find appropriate accommodations to meet the individual's accommodation needs. Spinrite may seek outside expert advice to help determine an employee's accommodation needs. The privacy of personal information will be protected. The plan will be reviewed when the individual's needs change or the Spinrite policy changes.

### **WORKPLACE EMERGENCY RESPONSE INFORMATION**

Spinrite will provide individualized workplace emergency response information to employees with disabilities if the disability makes it necessary and the employer is aware of the need. With the consent of the employee with the disability, Spinrite will ensure the information is shared with anyone designated to help them in an emergency. This information will be reviewed when the employee with the disability moves to a different location in Spinrite, his or her overall accommodation needs or plan are reviewed, and when Spinrite reviews the emergency response policies.

### **RETURN TO WORK PROCESS**

Spinrite will develop a process that supports employees who have been absent due to a disability and require disability-related accommodations when they return to work. The return to work process will be documented and outline the steps that will be taken to facilitate the employee's return to work and will use a documented individual accommodation plan. This return to work process does not replace or override any other return to work processes created under any other law.

## YOUR FEEDBACK MATTERS

We want to hear from you if you encounter any accessibility barriers on our digital properties.  
Please contact our Customer Support at 1-888-368-8401.

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