

Multi-Year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

Statement of Commitment

Uline Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Uline Canada is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Uline Canada will provide training to employees, interns, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, interns, volunteers and other staff members.

Uline Canada will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Continue to train new staff through the onboarding process, and provide ongoing training to existing staff with respect to any changes to accessibility policies.

Information and Communications

Uline Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Uline Canada will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

Uline Canada will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Invite and encourage feedback from individuals with disabilities (including customers, employees and the public) about how we are meeting and supporting accessibility in our workplace, the delivery of our services and our customer service.
- Individuals are encouraged to provide feedback in any of the following ways: phone, email, internet, chat and fax.

Uline Canada will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Comply with specific requested formats from individuals

Uline Canada will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

Employment

Uline Canada is committed to fair and accessible employment practices. We will take the following steps to accommodate people with disabilities during the recruitment, assessment, interview and hiring processes.

- Review and, as necessary, modify existing recruitment, assessment, interview and selection procedures and processes
- If an applicant requests an accommodation, we will consult with the applicant and arrange for the provision of suitable accommodations that take into account the applicant's needs based on their disability

Uline Canada will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Review and, as necessary, modify and document existing return to work processes for employees who have been absent from work due to a disability and require accommodation in order to return to work

Uline Canada will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Uline Canada is using performance management, career development and redeployment processes.

- Review and, as necessary, modify existing performance management, career development and redeployment processes to ensure that the accessibility needs and individual accommodation plans of employees with disabilities are taken into account

Uline Canada will take the following steps to prevent and remove other accessibility barriers identified.

- Review and, as necessary, modify existing orientation and on-boarding processes to ensure new colleagues are provided information about Uline Canada's accessibility policies

Design of Public Spaces

Uline Canada will meet the Accessibility Standards for the Design of Public Spaces when building or making major accommodations to public spaces.

Public spaces include:

- Outdoor public eating areas like rest stops or picnic areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

In the event of a service disruption, Uline Canada will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan,

Please contact Maureen Klotz at:

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Accessible formats of this document are available free upon request from:
