

MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION

The Authentic T-Shirt Company®/SanMar Canada, the Company, is committed to ensuring equal access and participation for persons with disabilities. We believe in integration and are committed to meeting the needs of people with disabilities by identifying, removing, and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

The Company's plan and commitment demonstrates how we will ensure accessibility for Ontarians. This plan is reviewed and updated at least once every five (5) years. The Company will train all employees, as soon as practicable upon hire, as well as concerning any changes to the Accessibility Policy. The Company will maintain records of the training provided.

SECTION 1: REMOVING AND PREVENTING BARRIERS

The following provides information on implementation practices the Company has put in place to improve accessibility for people with disabilities and to meet the requirements of the AODA, Accessibility for Ontarians with Disabilities Act. The Company will work towards addressing the following types of barriers and steps to remove them:

Attitudinal barriers: These may result in people with disabilities being treated differently than people without disabilities.

- Not making assumptions about what employees or customers with disabilities can or cannot do. Ask them.
- The Company will learn how to accommodate a person with disabilities for employment.
- Train staff to interact and communicate with people with different types of disabilities so they are not afraid to communicate with them.

Informational and Communication barriers: These barriers arise when a person with a disability cannot easily receive and/or understand information that is available to others.

- Make everyday documents, like signs and/or training documents, easy to read by making sure that the print is legible for most people.
- Use plain language, symbols, and pictures to get your message across.

Technological barriers: These occur when technology or the way it is used does not meet the needs of people with disabilities.

- Allow customers to contact you in a variety of ways including telephone, email, and TTY (teletypewriter).
- Welcome job applications in different formats.

The following standards are implemented through training for all employees via current policies such as **Accessibility, Diversity and Inclusion, Workplace Violence, Harassment and Bullying** Policies as well as online training for Accessibility through the Ontario Human Rights Commission.

Principals of Customer Service:

- **Dignity:** Ensures that all people with disabilities are treated with respect and not as an afterthought. They are not to be forced to accept a lesser service, quality of service, or convenience. They can effectively access and use services equally.
- **Independence:** Ensures that a person with a disability can be treated in a manner in which they can do things on their own without unnecessary help or interference from others.
- **Integration:** Ensures that people with disabilities can benefit from the same services in the same place and in similar ways as other clients. If this is not possible, have an alternative measure in place to allow these needs to be met.
- **Equal Opportunity:** Ensures that all people with disabilities have equal opportunity to access the goods and services that is given to others.

Standards of Accessibility:

- **Information and Communication:** Accessibility information is available to the public via web site, intranet, and employee boards.
- **Employment:** Employment practices involve all job advertisements both internally and externally to include hiring for persons with disabilities.
- **Training:** The Company will train all employees on the Accessibility for Ontarians with Disabilities Act, 2005, and its requirements as well as policies and procedures in place to comply with the Act.
- **Design of Public Spaces:** Areas are developed to allow for accessibility to services on the property and within the building. This includes but is not limited to parking spaces, door widths, and wheelchair and pedestrian access.

SECTION 2: STRATEGIES AND ACTIONS

1. The Company will continue to comply with the **Customer Service Standard** by ensuring training of all new staff is implemented upon hire or within a reasonable time frame that training can be available. Training will be no longer than one (1) month after a new hire.
2. The Company will continue to make sure **Information and Communication** are accessible to people with disabilities on all platforms such as the company website, internal intranet, and employee boards. Information will be reviewed at the beginning of each year and updated as necessary to ensure compliance with the Act.
3. The Company will remain committed to fair and accessible **Employment** standards. All job advertisements, both internal and external, include hiring for persons with disabilities. This is reviewed every time a new advertisement is posted.
4. The Company remains committed to ensuring compliance with Ontario's accessibility laws and the Ontario Human Rights Code as it applies to persons with disabilities. This will include an annual review of the laws to ensure the Company meets compliance as well as additional training as required.
5. The Company will review accessibility in all areas inside and outside of the premises to ensure adequate accessibility is maintained. This includes but is not limited to parking stalls, ramps, signage, and any changes to the existing areas. A review will take place with Joint Health and Safety Committee walk-throughs monthly as well as annually.

For more information on this accessibility plan as well as available document formats, please contact The Human Resources Department at: hr@sanmarcanada.com. Our Accessibility Plan is posted publicly at: www.sanmarcanada.com.