

Year	Customer Service Standard	Deliverables	Activities	Status		
				Complete	In Progress	Ongoing
2012	<b>Policies, Practices and Procedures</b> <ul style="list-style-type: none"> <li>Establish policies, practices and procedures on providing goods or services to persons with disabilities according to the principles set out in regulation.</li> <li>Create document describing policies, procedures and practices; provide upon request in alternative format.</li> </ul>	<ul style="list-style-type: none"> <li>Establish Crayola Canada CSS policy</li> <li>Ensure document developed is accessible</li> <li>Post policy on website</li> </ul>	<ul style="list-style-type: none"> <li>Policy written, approved and posted on Crayola Canada website</li> <li>Increase communication strategy around company-wide AODA obligations</li> </ul>	X		X
	<b>Communication</b> <ul style="list-style-type: none"> <li>Must communicate with a person with a disability in a manner that takes into account their disability.</li> </ul>	<ul style="list-style-type: none"> <li>Include in CSS policy</li> <li>Include in content of CSS training</li> </ul>	<ul style="list-style-type: none"> <li>Sign off of policy to ensure understanding of CSS policy</li> </ul>	X		
	<b>Use of Service Animals and Support Persons</b> <ul style="list-style-type: none"> <li>Establish policies and procedures around a person with a disability being accompanied by a service animal or support person.</li> <li>Create document describing policies and procedures; provide upon request</li> </ul>	<ul style="list-style-type: none"> <li>Inform employees of internal resource contacts if questions arise</li> </ul>	<ul style="list-style-type: none"> <li>Statement included in CSS Policy</li> <li>Continued commitment on communicating this obligation</li> </ul>	X		X
	<b>Notice of Temporary Disruptions</b> <ul style="list-style-type: none"> <li>Provide public notice of disruption in facilities by posting on premise.</li> <li>Include notice of reason for disruption, anticipated duration and description, if available.</li> <li>Create a document describing steps to be taken for temporary disruptions; provide upon request.</li> </ul>	<ul style="list-style-type: none"> <li>Inform employees of this obligation.</li> <li>Include information in CSS policy.</li> <li>Develop template to address disruptions for facilities management</li> </ul>	<ul style="list-style-type: none"> <li>Commitment written into policy.</li> <li>Template developed for disruptions.</li> <li>Communication to all service areas on this obligation.</li> </ul>	X		X
	<b>Training for Staff</b> <ul style="list-style-type: none"> <li>Provide training to:                             <ul style="list-style-type: none"> <li>employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Crayola Canada.</li> <li>employees involved in development and approval of customer service policies, practices and procedures.</li> </ul> </li> <li>Create document describing policies and procedures; provide upon request.</li> <li>Provide training on ongoing basis to reflect changes to policies, practices and procedures.</li> <li>Keep records of training provided.</li> </ul>	<ul style="list-style-type: none"> <li>Develop CSS training policy.</li> <li>Develop CSS training.</li> <li>Inform management and request for adoption of training delivery.</li> <li>Develop process to provide training on an ongoing basis.</li> <li>Develop process to keep records of training, dates and people trained.</li> </ul>	<ul style="list-style-type: none"> <li>Policy on CSS training incorporate into CSS policy.</li> <li>Purchased training from external vendor for employees.</li> <li>Senior management requested to communicate obligation for required employees to complete training.</li> </ul>	X		
	<b>Feedback Process</b> <ul style="list-style-type: none"> <li>Establish policies for receiving and responding to feedback; make information about process publicly available.</li> <li>Create document describing process.</li> </ul>	<ul style="list-style-type: none"> <li>Establish process.</li> <li>Post process on AODA page on Crayola's website.</li> </ul>	<ul style="list-style-type: none"> <li>Established process.</li> </ul>			
	<b>Notice of Availability of Documents</b> <ul style="list-style-type: none"> <li>Notify customers that the documents covered by this regulation are available upon request by posting on premises, website or other reasonable method.</li> </ul>	<ul style="list-style-type: none"> <li>Include required notice at end of CSS policy regarding documents produced by AODA Officer.</li> </ul>	<ul style="list-style-type: none"> <li>Statement included in CSS Policy.</li> </ul>	X		
	<b>Format of documents</b> <ul style="list-style-type: none"> <li>Alternate format of documents covered by this regulation must take into account person's disability.</li> </ul>	<ul style="list-style-type: none"> <li>All documents produced by Company to be in an accessible digital format.</li> </ul>	<ul style="list-style-type: none"> <li>Commitment from Company to ensure all material developed from office is in an accessible digital format.</li> </ul>	X		X

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2013	<b>Emergency Procedures, Plans and Information</b> ● Make information available to public in an accessible format or with appropriate communication supports, upon request.	● Update and ensure Emergency Procedure Manual is in accessible format	● Updated Emergency Procedure Manual	x		
	<b>Workplace Emergency Response Information</b> ● Provide individualized workplace emergency response information to employees who have a disability as necessary.	● Update Emergency Procedure Manual. ● Ensure employees who have a disability understand their individual emergency response information.	● Updated Emergency Procedure Manual. ● There are no disabled employees at this time.	x x		
	<b>Accessibility Policies</b> ● Develop, implement and maintain policies about what Crayola Canada will do to meet the IASR requirements and become more accessible.	● Prepare a policy.	● Prepared and approved policy. ● Post on Crayola website. ● Ensure document is in accessible digital format.	x x x		
	<b>Multi-Year Accessibility Plans</b> ● Create multi-year plan outlining strategic direction to prevent and remove barriers, post plan and make accessible.	● Prepare multi-year plan.	● Prepared multi-year plan.	x		
	<b>New Internet Websites and Web Content</b> ● Conform to WCAG 2.0, initially Level A.	● Website content is Level A compliant. ● Website content is accessible.	● Ensure website, web content and web applications are Level A compliant.	x		
2014	<b>Training</b> ● Train all employees, volunteers, persons developing policies and all others providing goods, services or facilities on behalf of Crayola Canada on requirements of IASR standards. ● Provide ongoing training regarding any changes. ● Keep record of training, dates trained, numbers trained.	● Source and or develop training to meet requirements.	● Secured training to meet obligation from outside vendor, Employers First ● Communicate training requirements to all employees and volunteers. ● Ensure training is available in accessible format. ● Ensure completion of training is tracked. ● Develop strategy to ensure compliance of all new employees and volunteers.	x x x x x		
	<b>Accessible Feedback Processes</b> ● Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request. ● Notify public about availability of accessible formats and communication supports.	● Feedback process established under the customer service standards.	● Feedback process created/ revised. ● Develop a strategy to embed the feedback process into all processes across Crayola Canada. ● Develop communication strategy to ensure all employees are aware of feedback process.	x x		x

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2015	<b>Recruitment</b> <ul style="list-style-type: none"> <li>Notify applicants about the availability of accommodation.</li> <li>Notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processed to be used.</li> <li>Consult with applicant or arrange to provide the accommodation.</li> </ul>	<ul style="list-style-type: none"> <li>Prepare communication to notify potential applications about accommodation process.</li> <li>Consult with potential applications when a request is made.</li> <li>Accommodate applicants during the hiring process, upon request.</li> </ul>	<ul style="list-style-type: none"> <li>Develop working group to address obligation and align with current HR practices.</li> <li>Develop a workplace accommodation process.</li> <li>Streamline process for communication of obligations.</li> </ul>	x		
	<b>Employee accommodation</b> <ul style="list-style-type: none"> <li>Inform employees of policies used to support employees with disabilities, including policies on providing job accommodation.</li> <li>Develop a written process for developing documented individual accommodation plans.</li> </ul>	<ul style="list-style-type: none"> <li>Develop a written process for individualized accommodation plans (IAP), if necessary</li> </ul>	<ul style="list-style-type: none"> <li>Create template for Employee Accommodation Process in AODA and IASR.</li> <li>Prepare a communication strategy to communicate obligation to all employees.</li> <li>Develop a written process for IAP.</li> </ul>	x		
	<b>Employees returning to work</b> <ul style="list-style-type: none"> <li>Establish a documented return-to-work process.</li> <li>Process to facilitate RTW and document IAP.</li> </ul>	<ul style="list-style-type: none"> <li>Prepare a documented return-to-work process in place.</li> <li>Incorporate IAP in RTW process.</li> </ul>	<ul style="list-style-type: none"> <li>Establish Return to Work Process.</li> <li>Incorporate IAP into RTW Process.</li> <li>Communicate to all employees.</li> </ul>	x		
	<b>Performance management, career development and redeployment</b> <ul style="list-style-type: none"> <li>Take into account disability and accommodation plan when using performance management, when redeploying employees.</li> </ul>	<ul style="list-style-type: none"> <li>Prepare document outlining process to ensure IAP is involved during performance management and redeployment.</li> </ul>	<ul style="list-style-type: none"> <li>Establish Return to Work Process.</li> <li>Incorporate IAP into RTW Process.</li> <li>Communicate to all employees. Make accessible.</li> </ul>	x		
	<b>Accessible formats and communication supports</b> <ul style="list-style-type: none"> <li>Arrange for accessible formats and communication supports.</li> </ul>	<ul style="list-style-type: none"> <li>Prepare a process to facilitate this obligation.</li> </ul>				x
2016-2020	<b>Policies, Practices and Procedures</b> <ul style="list-style-type: none"> <li>continue to adhere to policies, practices and procedures on providing goods or services to persons with disabilities according to the principles set out in regulation.</li> <li>continue to make available documents describing policies, procedures and practices; provide upon request in alternative format.</li> </ul>					x
	<b>Communication</b> <ul style="list-style-type: none"> <li>Must communicate with a person with a disability in a manner that takes into account their disability.</li> </ul>					x

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2016-2020	<b>Use of Service Animals and Support Persons</b> <ul style="list-style-type: none"> <li>• Continue to adhere to policies and procedures around a person with a disability being accompanied by a service animal or support person.</li> <li>• Continue to make available documents describing policies and procedures; provide upon request</li> </ul>					X
	<b>Notice of Temporary Disruptions</b> <ul style="list-style-type: none"> <li>• Provide public notice of disruption in facilities by posting on premise.</li> <li>• Include notice of reason for disruption, anticipated duration and description, if available.</li> <li>• Continue to make available documents describing steps to be taken for temporary disruptions; provide upon request.</li> </ul>					X
	<b>Training for Staff</b> <ul style="list-style-type: none"> <li>• Continue to provide training to:                             <ul style="list-style-type: none"> <li>- employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Crayola Canada.</li> <li>- employees involved in development and approval of customer service policies, practices and procedures.</li> </ul> </li> <li>• Continue to make available document describing policies and procedures; provide upon request.</li> <li>• Continue to provide training on ongoing basis to reflect changes to policies, practices and procedures.</li> <li>• Keep records of training provided.</li> </ul>					X
	<b>Feedback Process</b> <ul style="list-style-type: none"> <li>• Establish policies for receiving and responding to feedback; make information about process publicly available.</li> <li>• Create document describing process.</li> </ul>					X
	<b>Notice of Availability of Documents</b> <ul style="list-style-type: none"> <li>• Notify customers that the documents covered by this regulation are available upon request by posting on premises, website or other reasonable method.</li> </ul>					X
	<b>Format of documents</b> <ul style="list-style-type: none"> <li>• Continue to provide an alternate format of documents covered by this regulation must take into account person's disability.</li> </ul>					X
	<b>Workplace Emergency Response Information</b> <ul style="list-style-type: none"> <li>• Continue to provide individualized workplace emergency response information to employees who have a disability as necessary.</li> </ul>					X
	<b>Accessibility Policies</b> <ul style="list-style-type: none"> <li>• Continue to implement Crayola Canada Integrated Accessibility Policy.</li> </ul>					X

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2016-2020	<b>New Internet Websites and Web Content</b> <ul style="list-style-type: none"> <li>Conform to WCAG 2.0, initially Level A</li> <li>continue updating WCAG 2.0 level AA</li> </ul>	<ul style="list-style-type: none"> <li>Website content is Level A compliant.</li> <li>Website content is accessible.</li> <li>run the testing for Level AA</li> </ul>	<ul style="list-style-type: none"> <li>Ensure website, web content and web applications are Level A compliant.</li> <li>the process of getting the "report of known problems" will be resolved by proceeding to migrate to a new compliant platform in 2020</li> </ul>	x	X	x
	<b>Recruitment</b> <ul style="list-style-type: none"> <li>Continue to notify applicants about the availability of accommodation.</li> <li>Continue to notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processed to be used.</li> <li>Consult with applicant or arrange to provide the accommodation.</li> </ul>					x
	<b>Employee accommodation</b> <ul style="list-style-type: none"> <li>Continue to inform employees of policies used to support employees with disabilities, including policies on providing job accommodation.</li> <li>Continue to make available documented individual accommodation plans. Implemented a Scent Reduction Policy (2018)</li> <li>Implemented a Scent Reduction Policy (2018)</li> </ul>					x
	<b>Employees returning to work</b> <ul style="list-style-type: none"> <li>Continue to implement the documented return-to-work process.</li> <li>Continue to process to facilitate RTW and document IAP. Implemented a Scent Reduction Policy (2018)</li> </ul>					x
	<b>Performance management, career development and redeployment</b> <ul style="list-style-type: none"> <li>Continue to take into account disability and accommodation plan when using performance management, when redeploying employees.</li> </ul>					x
	<b>Accessible formats and communication supports</b> <ul style="list-style-type: none"> <li>Continue to arrange for accessible formats and communication supports.</li> </ul>					x
	<b>BY 2021</b>	<b>All public (external) websites and web content published after Jan. 1, 2012</b> <ul style="list-style-type: none"> <li>Conform to WCAG 2.0, Level AA.</li> </ul>	<ul style="list-style-type: none"> <li>Website content is Level AA compliant.</li> <li>Website content is accessible.</li> </ul>	<ul style="list-style-type: none"> <li>Create awareness of obligation with Crayola LLC.</li> <li>Ensure website, web content and web applications are Level AA compliant.</li> </ul>		