## Policies, Practices and Procedures
- Establish policies, practices and procedures on providing goods or services to persons with disabilities according to the principles set out in regulation.
- Create document describing policies, procedures and practices; provide upon request in alternative format.

### Deliverables
- Establish Crayola Canada CSS policy
- Ensure document developed is accessible
- Post policy on website

### Activities
- Policy written, approved and posted on Crayola Canada website
- Increase communication strategy around company-wide AODA obligations

### Status
- Complete
- In Progress
- Ongoing

## Communication
- Must communicate with a person with a disability in a manner that takes into account their disability.
- Include in CSS policy
- Include in content of CSS training

### Activities
- Sign off of policy to ensure understanding of CSS policy

## Use of Service Animals and Support Persons
- Establish policies and procedures around a person with a disability being accompanied by a service animal or support person.
- Create document describing policies and procedures; provide upon request
- Inform employees of internal resource contacts if questions arise

### Activities
- Statement included in CSS Policy
- Continued commitment on communicating this obligation

## Notice of Temporary Disruptions
- Provide public notice of disruption in facilities by posting on premise.
- Include notice of reason for disruption, anticipated duration and description, if available.
- Create a document describing steps to be taken for temporary disruptions; provide upon request.

### Activities
- Commitment written into policy.
- Template developed for disruptions.
- Communication to all service areas on this obligation.

## Training for Staff
- Provide training to:
  - employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Crayola Canada.
  - employees involved in development and approval of customer service policies, practices and procedures.
- Create document describing policies and procedures; provide upon request.
- Provide training on ongoing basis to reflect changes to policies, practices and procedures.
- Keep records of training provided.

### Deliverables
- Develop CSS training policy.
- Develop CSS training.
- Inform management and request for adoption of training delivery.
- Develop process to provide training on an ongoing basis.
- Develop process to keep records of training, dates and people trained.

### Activities
- Policy on CSS training incorporate into CSS policy.
- Purchased training from external vendor for employees.
- Senior management requested to communicate obligation for required employees to complete training.

## Feedback Process
- Establish policies for receiving and responding to feedback; make information about process publicly available.
- Create document describing process.

### Activities
- Established process.

## Notice of Availability of Documents
- Notify customers that the documents covered by this regulation are available upon request by posting on premises, website or other reasonable method.

### Activities
- Statement included in CSS Policy.

## Format of documents
- Alternate format of documents covered by this regulation must take into account person's disability.

### Activities
- Commitment from Company to ensure all material developed from office is in an accessible digital format.

### Status
- Complete
- In Progress
- Ongoing
<table>
<thead>
<tr>
<th>Year</th>
<th>Customer Service Standard</th>
<th>Deliverables</th>
<th>Activities</th>
<th>Status</th>
</tr>
</thead>
</table>
| 2013 | Emergency Procedures, Plans and Information  
 ● 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 |
| 2013 | Workplace Emergency Response Information  
 ● 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 |
| 2013 | Accessibility Policies  
 ● 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 |
| 2013 | Multi-Year Accessibility Plans  
 ● Create multi-year plan outlining strategic direction to prevent and remove barriers, post plan and make accessible.  
| 2013 | New Internet Websites and Web Content  
 ● 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 |
<table>
<thead>
<tr>
<th>Year</th>
<th>Customer Service Standard</th>
<th>Deliverables</th>
<th>Activities</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>Training</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
|      | ● 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. | ● 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 |
|      | ● Provide ongoing training regarding any changes. | ● 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 |
|      | ● 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 |
|      |                           | ● 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 |
| 2014 | Accessible Feedback Processes | ● 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 |
|      | ● Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request. | ● 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 |
|      | ● 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 |
<table>
<thead>
<tr>
<th>Year</th>
<th>Customer Service Standard</th>
<th>Deliverables</th>
<th>Activities</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Recruitment</td>
<td>● Prepare communication to notify potential applications about accommodation process.</td>
<td>● Develop working group to address obligation and align with current HR practices.</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Consult with potential applicants when a request is made.</td>
<td>● Develop a workplace accommodation process.</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Accommodate applicants during the hiring process, upon request.</td>
<td>● Streamline process for communication of obligations.</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Employee accommodation</td>
<td>● Develop a written process for individualized accommodation plans (IAP), if necessary</td>
<td>● Create template for Employee Accommodation Process in AODA and IASR.</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Prepare a communication strategy to communicate obligation to all employees.</td>
<td>● Prepare a communication strategy to communicate obligation to all employees.</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Develop a written process for IAP.</td>
<td>● Create template for Employee Accommodation Process in AODA and IASR.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>2016</td>
<td>Employees returning to work</td>
<td>● Prepare a documented return-to-work process.</td>
<td>● Establish Return to Work Process.</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Process to facilitate RTW and document IAP.</td>
<td>● Incorporate IAP into RTW Process.</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Prepare a documented return-to-work process in place.</td>
<td>● Communicate to all employees.</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Performance management, career development and redeployment</td>
<td>● Prepare document outlining process to ensure IAP is involved during performance management and redeployment.</td>
<td>● Establish Return to Work Process.</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Take into account disability and accommodation plan when using performance management, when redeploying employees.</td>
<td>● Incorporate IAP into RTW Process.</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td>Accessible formats and communication supports</td>
<td>● Arrange for accessible formats and communication supports.</td>
<td>● Communicate to all employees. Make accessible.</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>● Prepare a process to facilitate this obligation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year</td>
<td>Customer Service Standard</td>
<td>Deliverables</td>
<td>Activities</td>
<td>Status</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>BY 2021</td>
<td>All public (external) websites and web content published after Jan. 1, 2012 &lt;br&gt;● Conform to WCAG 2.0, Level AA.</td>
<td>● Website content is Level AA compliant. &lt;br&gt;● Website content is accessible.</td>
<td>● Create awareness of obligation with Crayola LLC. &lt;br&gt;● Ensure website, web content and web applications are Level AA compliant.</td>
<td></td>
</tr>
</tbody>
</table>

15/08/2017