



## Multi-Year Accessibility Plan

### Message from the President

At Fraser Direct, we recognize that creating an inclusive and accessible environment is a fundamental part of our commitment to fostering a company where everyone feels valued, included, and able to contribute their best as well as a legal obligation.

Approximately 2.6 million Ontarians, representing 15.4% of the population, live with a disability. As we continue to grow and evolve as an organization, we will remain proactive in meeting the needs of this diverse group of individuals as well as our legal obligations.

We are committed to integrating accessibility into our company culture, operations, and decision-making. This involves our company communications, training our employees, regular reviews of policies and practices, design of public spaces, and removing barriers that may hinder the full participation of individuals with disabilities.

For more detailed information on our accessibility policies, plans, and training programs, please

- Visit our website at [www.fraserdirect.ca](http://www.fraserdirect.ca)
- Review our Employee Handbook and bulletin boards
- Contact [AODA@fraserdirect.ca](mailto:AODA@fraserdirect.ca)

We believe in fostering a community where all businesses and services collaborate to make accessibility a reality. Let us all be champions of inclusivity, ensuring that Fraser Direct is a place where diversity is celebrated, and everyone can thrive.

Thank you for your commitment to making Fraser Direct a leader in inclusivity and accessibility.

Best regards,

Alex Fraser  
President

## Introduction

This Multi-Year Accessibility Plan (the “Plan”) outlines our ongoing strategy and actions to prevent and remove barriers as well as meet our requirements under the Accessibilities for Ontarians with Disabilities Act (AODA), 2005.

This Plan focuses on the following areas:

- Information and Communications
- Policies
- Employment
- Training
- Design of Public Spaces
- Customer Service
- Feedback

The Plan is reviewed annually by the head of Human Resources and the President. Any changes or updates are subsequently incorporated into the annual all-staff refresher training.

## Past Achievements to Remove and Prevent Barriers

### Information and Communications

Our Statement of Commitment, website, Employee Handbook, and training have been available to the public and our employees since 2018. We have reviewed content and made any necessary updates every year since.

Fraser Direct’s Statement of Commitment to Accessibility is available on our company website, posted at our facilities, and in our Employee Handbook.

Our staff bulletin board displays our full Accessibility Policy, Statement of Commitment to Accessibility, Accessibility Compliance Reports, and a copy of this Plan. Additional details are made available to employees on request.

### Policies

Fraser Direct created an Accessibility Policy in 2018. We have reviewed content and made any necessary updates every year since.

### Employment Including Recruitment

All our job descriptions and postings include the following statements:

*All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status or any other protected class.*

*Should any applicant require accommodation during the recruitment process, all reasonable efforts will be made to provide such accommodations.*

Fraser Direct has hired people with physical as well as cognitive disabilities. Some of these employees remain actively employed and have been employed with us for over two decades. Accommodation plans are in place and are modified as required.

## **Training**

Since 2018, Fraser Direct has included AODA policy training to all staff, administered within 30 days of their joining Fraser Direct.

All team members receive refresher training annually in January. In January 2024, 165 employees received this refresher training.

Acknowledgement of training completion is maintained by signed off attendance sheets upon training completion, and electronically in our training management database.

## **Design of Public Spaces**

Fraser Direct facilities do not include spaces used by the general public. Fraser Direct facilities are used by employees only, and pre-arranged customer visits on occasion. Fraser Direct did not construct any of the facilities in use and leases all facilities from a landlord.

However, Fraser Direct's premises are constructed with accessibility in mind:

The Milton Head Office, built in 2016, has two disabled parking spots at the entrance of the building with a curb ramp, a detectable warning surface, and handicap door access buttons. There are non-skid tiles, low-pile carpeting throughout the office, and an accessible washroom. The office space is contained within one floor.

Our procedures take into account any guests who might require assistance during an evacuation or other emergency event.

The Milton Warehouse is attached to the Milton Head Office. It is accessible via the office.

The Guelph Warehouse was built in 2021. It has two disabled parking spots at the entrance of the building with a curb ramp, a detectable warning surface, and handicap door access buttons. There are non-skid tiles, low-pile carpeting in the boardroom, and an accessible washroom. The facility is contained within one floor.

The Acton and Alymer Warehouses are not public-serving facilities.

The London office is not a public office. The address is a mailing address only. All the team members associated with this office work remotely from home.

As of 1 January 2024, Fraser Direct does not have any plans for new construction or significant redevelopment of its Ontario offices to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable.

Fraser Direct will ensure the required standards are met for any future new construction or significant re-development plans.

Fraser Direct will put in place procedures to prevent service disruption to accessible elements of its public spaces as required under the Design of Public Spaces Standard. In the event of a service disruption affecting these accessible elements, Fraser Direct will notify the public of such service disruption and any available alternatives.

## Strategies and Action Plans

This Plan applies to all Fraser Direct offices and warehousing facilities across Ontario.

### Information and Communication

The Fraser Direct website is currently undergoing a redesign and upgrade. When complete, it will meet with Level A of the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0. The anticipated completion date is May 2024.

Fraser Direct continues to notify the public and promptly provides, on request, information in accessible formats and communication support for people with disabilities at no additional cost.

The Employee Handbook is reviewed at a minimum once a year to update the content and to ensure the content is easily read.

### Policy

All Fraser Direct policies are reviewed and updated at a minimum once a year. During the review, opportunities are identified to reduce and remove accessibility barriers.

### Employment

Fraser Direct continues to ensure inclusive employment processes for recruitment, hiring, retention, and development including:

- Notification of the company's commitment to accessibility and availability of accommodation during the recruitment process.
- Provision of accessible formats and communication support that take into account a candidate's and/or an employee's accessibility needs.
- Taking into consideration an employee's disabilities and accommodation needs during training, performance management, and career development.
- Ensuring a Workplace Emergency Response Plan is in place should a team member require assistance in the event of an emergency.
- Consistently following processes to support workplace accommodation requests and return-to-work planning, within reason, following absences from work and during employment.

### Training

Fraser Direct continues to implement the following for all new team members:

- Include and review the Accessibility Policy within the first 30 days of a new team member's onboarding.
- Ensure understanding of how this applies to their role within the company.
- Ensure awareness of and understanding of the process for requesting and implementing a workplace accommodation.
- Ensure awareness of how to provide feedback or submit a complaint.

Fraser Direct continues to implement the following for all existing team members:

- Provide annual refresher training on accessibility standards and human rights legislation.
- Maintain digital records of all completed training.
- Review all training materials and requirements at a minimum once a year.

## Customer Service

During the annual 2024 contract review, Fraser Direct will add Accessibility Policy information to the contractual materials provided to new clients or renewing clients.

## Feedback

Receiving feedback from our team members, clients, and the public is an important part of our commitment to accessibility.

Feedback options are communicated via the Fraser Direct:

- Website at [www.fraserdirect.ca](http://www.fraserdirect.ca)
- Accessibility Policy
- Employee Handbook
- Multi-Year Accessibility Plan
- Posted in-person at facilities

We will continuously monitor and promptly respond to any and all feedback.

For more information on this plan, please contact us at:

- Email: [AODA@fraserdirect.ca](mailto:AODA@fraserdirect.ca)
- Telephone: (905)877-4411 ext 306
- Mail:  
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Attention: Victoria Fraser

Accessible formats of this document are available upon request, at no cost.