

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

MULTI-YEAR ACCESSIBILITY PLAN

Introduction and Background Information

Faire Wholesale, Inc. (“**Faire**”) is committed to treating all people in a way that allows them to maintain their dignity and independence. Faire believes in integration and equal opportunity.

Faire is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by removing barriers to accessibility and meeting accessibility requirements under the *Integrated Accessibility Standards Regulation* (the “**IASR**”) enacted under the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”).

Accessibility at Faire

Accessibility Plan

Under the AODA, and specifically the IASR, Faire is required to develop a multi-year accessibility plan outlining its strategy to remove barriers to accessibility, and to meet requirements under the IASR.

This Multi-Year Accessibility Plan will assist Faire in coordinating efforts to meet the needs of persons with disabilities. Faire is committed to the principles of independence, dignity, integration and equality of opportunity as described in the AODA.

Our Multi-Year Accessibility Plan outlines Faire’s strategy to remove barriers and addresses the current and future requirements applicable to Faire under the IASR. The Multi-Year Accessibility Plan will be posted on our external Internet website.

Faire's Multi-Year Accessibility Plan

Part I — General Requirements

Initiative	IASR Requirement	Action	Status
Establishing Accessibility Policies	3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	<ul style="list-style-type: none"> Faire has developed and implemented the following: Integrated Accessibility Standards Policy, Customer Service Standards Policy and Employment Standards Policy. 	Complete.
	3(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.	<ul style="list-style-type: none"> The statement of organizational commitment is included in the Integrated Accessibility Standards Policy. 	Complete.
	(3) Every obligated organization, other than a small organization, shall, (a) prepare one or more documents describing the policies it developed under subsection (1); and (b) make the documents publicly available and, on request, provide them in an accessible format.	<ul style="list-style-type: none"> The Integrated Accessibility Standards Policy and this Multi-year Accessibility Plan (the "MYAP") summarize Faire's accessibility policies. The MYAP is posted on Faire's external website and internal intranet. 	Complete.
		<ul style="list-style-type: none"> Faire will post copies of the Integrated Accessibility Standards Policy and the MYAP, and will make them available in an accessible format upon request. 	Complete.
Accessibility Plans	4(1) [...] large organizations shall,	<ul style="list-style-type: none"> The MYAP has been drafted and implemented. 	Complete.
	(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to remove barriers and meet its requirements under this Regulation;	<ul style="list-style-type: none"> The MYAP has been posted on Faire's external website and internal intranet. 	Complete.

Initiative	IASR Requirement	Action	Status
	<p>post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(b) review and update the accessibility plan at least once every five years.</p>	<ul style="list-style-type: none"> The MYAP will be reviewed and updated as necessary, but, in any event, the MYAP will be reviewed at least once every 5 years. The next review will be in 2030. 	Ongoing.
Self-Service Kiosks	<p>6(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p> <p>“kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.</p>	<ul style="list-style-type: none"> Faire does not operate self-service kiosks in Ontario. 	Not applicable.
Training	<p>7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all persons who are an employee of, or a volunteer with, the organization;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<ul style="list-style-type: none"> Training on the requirements of the IASR and the <i>Human Rights Code</i> will be provided to all designated individuals. 	Ongoing.
		<ul style="list-style-type: none"> Faire will ensure that all current and new employees, volunteers and other individuals as required by the IASR in all Ontario locations receive training on the IASR requirements and the <i>Human Rights Code</i> as it pertains to persons with disabilities. 	Ongoing.
	<p>7(5) [...] every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<ul style="list-style-type: none"> Faire maintains a record of the training provided to all personnel in Ontario. Faire maintains a record of all training completed by persons who provide goods, services or facilities on behalf of Faire. 	Ongoing.

PART II — Information and Communications Standards

Initiative	IASR Requirement	Action	Status
Feedback	11(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	<p>Individuals may provide feedback to Faire in any number of ways:</p> <ul style="list-style-type: none"> • By email to AODAsupport@faire.com (for customers). • Through the People Operations Service Desk (for employees). • in writing, by sending or hand delivering feedback to Faire at the following address: 85 Willis Way, Unit 300, Waterloo, ON N2J 0B9, Canada; and • additionally, a customer may request for their Faire contact to submit feedback on their behalf. 	Complete.
	11(2) The organization shall notify the public about the availability of accessible formats and communication supports with respect to the feedback process.	<ul style="list-style-type: none"> • Information regarding how an individual may provide feedback to Faire is provided in the Integrated Accessibility Standards Policy and this MYAP, which are posted on Faire's website. • Faire's Integrated Accessibility Standards Policy and MYAP, both of which are available on Faire's website, state that accessible formats and communication supports are available. • Further information is provided in Faire's Customer Service Standards, available upon request. 	<p>Complete.</p> <p>Complete.</p>

Initiative	IASR Requirement	Action	Status
Accessible Formats & Communication Supports	12(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,	<ul style="list-style-type: none"> Faire strives to communicate with persons with a disability in a manner that takes into account both the disability and the individual person's preferred method of communication. Faire can communicate with members of the public in writing, email, or meetings, either in person or via video conference. Faire recognizes that not all persons may wish to communicate in the same manner. 	Complete.
	(a) in a timely manner that takes into account the person's accessibility needs due to disability; and		
	(b) at a cost that is no more than the regular cost charged to other persons.	<ul style="list-style-type: none"> Faire will provide accessible formats and communication supports to persons with disabilities upon request, in a timely manner, that takes into account the person's accessibility needs due to disability. Faire will provide accessible formats and communication supports, upon request, at a cost that is no more than the regular cost charged to other members of the public. 	Complete.
	12(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> Faire will consult with any individual who requests accessible formats and communication supports to determine the suitability of an accessible format or communication support. 	Complete.

Initiative	IASR Requirement	Action	Status
	12(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	<ul style="list-style-type: none"> The availability of accessible formats and communication supports for persons with disabilities is set out in the Integrated Accessibility Standards Policy and this MYAP. An individual may request accessible formats and communication supports by contacting Faire: <ul style="list-style-type: none"> in writing at: 85 Willis Way, Unit 300, Waterloo, ON N2J 0B9, Canada; or By email to AODAsupport@faire.com (for customers). Through the People Operations Service Desk (for employees). 	<p>Complete.</p> <p>Complete.</p>
Emergency procedure, plans or public safety information	13. (1) [...] if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	<ul style="list-style-type: none"> If applicable, should Faire make emergency procedures, plans or public safety information available to the public, Faire will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. 	Not applicable at this time.
Accessible Websites and Web Content	14(2) [...] large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<ul style="list-style-type: none"> Faire continues to make efforts to ensure that its website conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. 	Ongoing.

PART III — Employment Standards

Initiative	IASR Requirement	Action	Status
Recruitment, General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> Faire will notify its employees in Ontario and the public about the availability of accommodation for applicants with disabilities in its recruitment process by including such information in any job posting, whether such posting is made internally or externally. 	Complete.
Recruitment, Assessment or Selection Process	23(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	<ul style="list-style-type: none"> For positions based in Ontario, when Faire notifies job applicants that they have been selected to participate further in the recruitment process, Faire will notify those job applicants that accommodations are available upon request in relation to the materials or processes to be used during the assessment process by including a statement to this effect in its communication to applicants. 	Complete.
	23(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	<ul style="list-style-type: none"> For positions based in Ontario, if a selected applicant requests an accommodation, Faire will consult with the applicant and provide, or will arrange to provide, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. 	Complete.
Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> Faire will notify the successful applicant of its policies for accommodating employees with disabilities by including access to or copies of its policies for accommodating employees in Ontario with disabilities along with an offer letter or employment contract. 	Complete.

Initiative	IASR Requirement	Action	Status
Informing Employees of Supports	25(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ul style="list-style-type: none"> Faire will inform its employees in Ontario of the Employment Standards Policy used to support its employees in Ontario with disabilities by posting such policy on its internal intranet. 	Complete.
	25(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	<ul style="list-style-type: none"> Faire will provide access to its policies used to support its employees with disabilities in Ontario, to new employees in Ontario as soon as practicable after commencing employment. 	Complete.
	25(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ul style="list-style-type: none"> Faire will provide updated information to its employees in Ontario whenever there is a change to its existing policies on the provision of job accommodations that take into account an Ontario employee's accessibility needs due to disability by updating the information on its internal intranet. 	Complete.
Accessible Formats and Communication Supports for Employees	<p>26(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	<ul style="list-style-type: none"> Upon the request of an employee with a disability in Ontario, Faire will consult with the employee to provide, or arrange to provide, accessible formats and communication supports for information that is: <ul style="list-style-type: none"> (i) needed to perform the employee's job; and (ii) generally available to other employees. 	Complete.

Initiative	IASR Requirement	Action	Status
Accessible Formats and Communication Supports for Employees	26(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> When determining the suitability of an accessible format or communication support, Faire will consult with the employee making the request. 	Complete.
Workplace Emergency Response	27(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	<ul style="list-style-type: none"> Faire will provide employees with a disability in Ontario with an Emergency Barriers Form that will inquire as to whether an employee requires an individualized workplace emergency response. Individualized workplace emergency response information will be provided to employees in Ontario who have a disability, where this information is necessary and where Faire is aware of the employee's need for accommodation due to the employee's disability. 	Complete.
	27(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	<ul style="list-style-type: none"> If Faire receives the employee's consent, Faire will provide the emergency response information to the person designated by the employer to provide assistance. 	Complete.
	27(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	<ul style="list-style-type: none"> Included in the process for the provision of individualized workplace emergency response information. 	Complete.

Initiative	IASR Requirement	Action	Status
	<p>27(4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	<ul style="list-style-type: none"> Included in the process established for providing individualized workplace emergency response information. 	Complete.
Documented Individual Accommodation Plans	<p>28(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<ul style="list-style-type: none"> Faire has developed and maintains a written process for the development of documented individual workplace accommodation plans for employees in Ontario with disabilities. 	Complete.
	<p>28(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. The means by which the employee is assessed on an individual basis. 	<ul style="list-style-type: none"> Faire's written process for the development of individual workplace accommodation plans in Ontario addresses these elements. 	Complete.

Initiative	IASR Requirement	Action	Status
	<p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>		

Initiative	IASR Requirement	Action	Status
Return to Work Process	<p>29(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	<ul style="list-style-type: none"> Faire has developed and maintains a return to work process for its employees in Ontario who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. Faire documents the return to work progress, including any individual workplace accommodation plans or individualized workplace emergency plans as required in the return to work process. 	<p>Complete.</p> <p>Complete.</p>
	<p>29(2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as part of the process.</p>	<ul style="list-style-type: none"> The return to work process outlines the steps Faire will take to facilitate the employee's return to work and will include documented individual workplace accommodation plans as part of the process. 	Complete.
	<p>29(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<ul style="list-style-type: none"> Faire's return to work process does not replace or override any other return to work process created by or under any other statute. 	Complete.

Initiative	IASR Requirement	Action	Status
Performance Management	30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	<ul style="list-style-type: none"> Faire will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when conducting performance management. 	Ongoing.
Career Development & Advancement	31(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<ul style="list-style-type: none"> Faire will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when providing career development and advancement to employees. 	Ongoing.
Redeployment	32(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	<ul style="list-style-type: none"> Faire will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when redeploying employees. 	Ongoing.

Part IV — Customer Service Standards

Initiative	IASR Requirement	Action	Status
Establishment of Policies	80.46(1) In addition to the requirements in section 3, every provider [of goods, services or facilities] shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.	<ul style="list-style-type: none">Faire has developed, implemented and maintains the Customer Service Standards Policy.	Complete.
	<p>80.46(2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <p>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</p> <p>2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</p> <p>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</p> <p>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.</p>	<ul style="list-style-type: none">Faire's policies are consistent with these principles.	Complete.

Initiative	IASR Requirement	Action	Status
	(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.	<ul style="list-style-type: none"> Faire's Customer Service Standards Policy addresses the use of assistive devices. 	Complete.
	80.46(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.	<ul style="list-style-type: none"> Faire has prepared a document, called the Customer Service Standards Policy, which includes a description of Faire's policy concerning the provision of goods, services and facilities. Faire will provide a copy of the Customer Service Standards Policy to any person upon request. 	Complete.
	80.46(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.	<ul style="list-style-type: none"> Faire will notify persons through its external website that the Customer Service Standards Policy is available upon request. 	Complete.
Use of Service Animals and Support Persons	80.47(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.	<ul style="list-style-type: none"> Faire will ensure that a person with a disability who is accompanied by a guide dog or other service animal is permitted to enter Faire's premises with the animal to keep the animal with him or her. 	Complete.
	80.47 (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities.	<ul style="list-style-type: none"> Faire will ensure that, if a service animal is excluded by law from the premises, other measures will be made available to enable a person with a disability to obtain, use or benefit from Faire's goods, services or facilities. 	Complete.

Initiative	IASR Requirement	Action	Status
	80.47(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	<ul style="list-style-type: none"> Faire will ensure that both the person with a disability and the accompanying support person are permitted to enter Faire's premises together and that the person with a disability is not prevented from having access to the support person while on Faire's premises. 	Complete.
	80.47(8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.	<ul style="list-style-type: none"> Faire has prepared the Customer Service Standards Policy, which includes descriptions of Faire's service animal and support person policies. Faire will provide a copy of the Customer Service Standards Policy to any person upon request. 	Complete.
	80.47(9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request.	<ul style="list-style-type: none"> Faire will notify persons through its external website that the Customer Service Standards Policy is available upon request. 	Complete.
Notice of Temporary Disruptions	80.48(1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	<ul style="list-style-type: none"> Faire will notify persons with disabilities if there is a temporary disruption in facilities and services the persons with a disability usually uses. 	Complete.
	80.48(3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.	<ul style="list-style-type: none"> Faire's Customer Service Standards Policy sets out the steps Faire will take in the event of a temporary disruption. Faire will provide the Customer Service Standards Policy, with the temporary disruption process document to any person on request. 	Complete.

Initiative	IASR Requirement	Action	Status
		<ul style="list-style-type: none"> Faire will notify those affected by posting the information on its external website. 	Complete.
Training for Personnel	<p>80.49(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. 	<ul style="list-style-type: none"> Faire will ensure that all current and new employees, volunteers and other individuals as required by the IASR in all Ontario locations receive training on providing goods, services or facilities to persons with disabilities. 	Ongoing.
	<p>80.49(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<ul style="list-style-type: none"> Faire will store all records of the training provided under the Customer Service Standards Policy. The records will include the dates on which the training was provided and the number of individuals to whom the training was provided. 	Ongoing.
	<p>80.49(6) Every provider, other than a small organization, shall,</p> <ol style="list-style-type: none"> (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and (b) on request, give a copy of the document to any person. 	<ul style="list-style-type: none"> Faire has prepared the Customer Service Standards Policy that describes Faire's training policies, summarizes the content of the training and specifies when training will be provided. The Customer Service Standards Policy addresses: <ul style="list-style-type: none"> o a review the AODA's purposes; o how to interact and communicate with persons 	Complete.

Initiative	IASR Requirement	Action	Status
		<p>with various types of disability;</p> <ul style="list-style-type: none"> ○ how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person; ○ how to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability; and ○ what to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. 	
	80.49(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request.	<ul style="list-style-type: none"> ● Faire will notify persons to whom it provides goods, services or facilities through its external website that Faire's Customer Service Standards Policy is available upon request. 	Complete.
Feedback Process	<p>80.50(1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</p> <p>(b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p> <p>(3) Every provider shall ensure that the feedback process is accessible</p>	<ul style="list-style-type: none"> ● Faire has established a process for receiving and responding to feedback about the manner in which Faire provides goods, services or facilities to persons with disabilities. ● Individuals may provide feedback to Faire in any number of ways: <ul style="list-style-type: none"> ○ By email to AODAsupport@faire.com (for customers); 	Complete.

Initiative	IASR Requirement	Action	Status
	to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.	<ul style="list-style-type: none"> ○ Through the People Operations Service Desk (for employees); ○ In writing, by sending or hand delivering feedback to Faire at the following address: 85 Willis Way, Unit 300, Waterloo, ON N2J 0B9, Canada; and ○ Additionally, a customer may request for their Faire contact to submit feedback on their behalf. ● Faire will ensure the feedback process allows those providing feedback to also provide feedback on whether the feedback process itself is accessible to persons with disabilities through accessible formats and communication supports. 	
Feedback Process (continued)	80.50 (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.	<ul style="list-style-type: none"> ● Faire's Customer Service Standards Policy sets out actions Faire will take if a complaint is received about the manner in which goods or services are provided to persons with disabilities. 	Complete.
	80.50(4) Every provider shall make information about the feedback process readily available to the public.	<ul style="list-style-type: none"> ● The availability of the feedback process is set out in the Customer Service Standards, available upon request, and this MYAP, which is posted on our website. 	Complete.
	80.50(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.	<ul style="list-style-type: none"> ● Faire has prepared this MYAP and the Customer Service Standards Policy that describes Faire's feedback process. Faire will provide the Customer Service Standards Policy to any person on request. 	Complete.

Initiative	IASR Requirement	Action	Status
	80.50(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request	<ul style="list-style-type: none"> Faire's Customer Service Standards sets out the feedback process and Faire will provide the document to any person on request. 	Complete.
Format of Documents	<p>80.51(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	<ul style="list-style-type: none"> Faire will endeavor to provide any document required under the IASR Customer Service Standards in an accessible format or with communication support in a timely manner. The cost of providing the documents in an accessible format will not cost more than the regular cost charged to other customers. 	Complete.
	80.51(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> Faire will respond to the person's request in a timely manner, at which point Faire will consult with the person making the request to determine which accessible format or communication support is suitable. 	Complete.

Closing statements

In accordance with the AODA and with Faire's objective of treating all people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for Faire's people to develop to their full potential, the Multi-Year Accessibility Plan is posted on Faire's website and will be reviewed and updated at least every 5 years. If you have any questions, or have feedback related to Faire's Multi-Year Accessibility Plan, customers can contact AODAsupport@faire.com and employees can contact the People Operations Service Desk.