

Multi-Year
Accessibility Plan
2017-2021

anatolia
TILE + STONE

Message from the Managing Director

Anatolia Tile + Stone is proud to employ a culturally diverse workforce, which enhances our vibrant organizational culture. Diversity provides us a multitude of different skills, talents and experiences that benefit the organization through balanced team collaboration along with creative conceptual thinking and execution, and our broadly-based geography of clients and suppliers are well served by this versatility.

Our organization is passionate about design for the environment and trend setting innovation. As a result, we are in a perpetual state of continuous improvement with a specific focus on technology. There are constant initiatives underway throughout the organization to champion change, improve efficiency and productivity, and to incorporate innovative methods into processes and practices for optimized accessibility.

The leadership team of Anatolia Tile + Stone is committed to ensuring our products and services are accessible to everyone, and we welcome the collaboration and feedback of customers, visitors, and staff so that we may continually improve and grow as an industry leading organization. We are proud to publish our Multi-Year Accessibility Plan demonstrating the steps Anatolia Tile + Stone is taking to meet accessibility requirements and to improve opportunities for people with disabilities as our contribution in making Ontario an accessible province for all Ontarians.

Bekir Elmaagacli
Managing Director

Statement of Commitment

Anatolia Tile + Stone is committed to fulfilling the requirements and objectives outlined in the *Accessibility for Ontarian's with Disabilities Act, 2005* along with the affiliated regulations to ensure we meet the accessibility needs of persons with disabilities in a timely manner.

Our Company is pleased to share our Multi-Year Accessibility Plan for the years 2017 through to 2021 outlining our planned initiatives to meet and where possible exceed the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and ensure continued progress and improvements are made by our organization as accessibility standards are released in order to achieve the Province's goal of an accessible Ontario by the year 2025.

For the purpose of this Multi-Year Accessibility Plan, "disability" is understood to be that which is identified within the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*, and is synonymous with the definition outlined in the *Ontario Human Rights Code*.

Our Multi-Year Accessibility Plan plays an ongoing role in making our Company more effective in dealing with people with disabilities. Our organizational commitment to continual improvement ensures that everyone who interacts or visits us enjoys the highest standard of excellence in accessing our services and premises.

Anatolia Tile + Stone already strives to incorporate accessibility into all aspects of our business, but we commit through this Multi-Year Accessibility Plan to make further improvements for the benefit of our customers and Anatolia team members. For the period 2017-2021, Anatolia Tile + Stone will focus on developing and implementing various policies, programs and awareness training to ensure compliance with the customer service requirements outlined in the *Accessible Customer Service Standard* of the *Accessibility for Ontarians with Disabilities Act, 2005*.

Overview of Requirements

In June 2005, the Ontario government took a strong stand on accessibility with the passing of the Accessibility for Ontarians with Disabilities Act, 2005. The AODA lays out a comprehensive road map for organizations within the province to develop, implement, and enforce a new level of accessibility standards which affect the most important aspects of everyday living for people with disabilities with the goal of achieving an accessible Ontario by January 1, 2025.

There are a number of key areas which the government has highlighted as primary areas of concerns or focus for the organizations that must comply with the legislation. Mandatory and enforceable legislation from the following Regulations are incorporated into this accessible Ontario strategy including:

- *Customer Service Standard- Ontario Regulation 429/07*

The first standard under the AODA to become law, the Customer Service Standard ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability. Requirements under this Regulation include the development of a policy, practices, procedures as well as the provision of training for staff and volunteers. Anatolia Tile + Stone's compliance reports are submitted to the Province acknowledging the measures we have taken to meet these compliance obligations and our commitment of continued compliance to the Customer Service Standard.

- *Integrated Accessibility Standard Regulation (IASR) – Ontario Regulation 191/11*

The IASR amalgamates the Information and Communication, Employment, Built Environment, and Transportation standards into one Regulation. Please note the Transportation Standard does not apply to Anatolia Tile + Stone. Compliance requirements under IASR have been staggered with dates up to 2021.

Multi-Year Accessibility Plan

The Human Resources Department reviews the compliance obligations of the Customer Service Standard and IASR to address how Anatolia Tile + Stone achieves or will achieve accessibility compliance requirements. The Multi-Year Accessibility Plan outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA.

Action	Compliance Date	Responsibility	Status
General			
Accessibility Policies <ul style="list-style-type: none"> - Develop and implement the Customer Service Standard - Make the policy publicly available and provide an accessible format, upon request - Review and update as required 	January 1, 2014	Human Resources Department	Complete and ongoing as required
Develop a Multi-Year Accessibility Plan <ul style="list-style-type: none"> - A Multi-Year Accessibility Plan ("The Plan") was developed - Post The Plan on the company website and provide in an accessible format, upon request - Review and update the plan at least once every five years 	January 1, 2014 and ongoing	Human Resources Department	Complete Plan to be reviewed and updated on or before January 1, 2021
Training <ul style="list-style-type: none"> - Develop and deliver training on the Customer Service Standard and applicable sections of the Human Rights Code as it pertains to persons with disabilities to employees, persons who assist in developing policies, and other internal parties who provide goods, 	January 1, 2015 and ongoing	Human Resources Department	Complete Refresher training to be completed in 2017

<p>services, or other interactions with the public</p> <ul style="list-style-type: none"> - Provide disability awareness and sensitivity refresher training to All Staff; including the revised Accessibility Plan - Retain training records for all individuals who participate in the training 			
Employment Standards			
<p>Recruitment, Assessment, Selection</p> <ul style="list-style-type: none"> - Review and update existing recruitment policies procedures and processes for compliance including specifying that accommodation is available for applicants with disabilities on both the website and on job postings - Update processes and procedures to inform applicants about the availability of accommodations when (a) called for an interview; (b) during the selection process; (c) at the time of the job offer; and (d) as soon as practicable after the new employee begins, specifically during orientation - If selected applicant(s) request accommodation, consult with the applicant to arrange for the provision of suitable accommodation in a manner that considers the applicant's accessibility needs due to a disability 	<p>January 1, 2016 and ongoing</p>	<p>Human Resources Department</p>	<p>Complete and ongoing as required</p>

<p>Performance Management, Career Development, and Advancement</p> <ul style="list-style-type: none"> - Review current practices and policies to ensure compliance with the provisions of the AODA, taking into consideration the accessibility needs and individual accommodation plans of employees when assessing performance, career advancement or development opportunities - Management training to be provided for awareness of accessibility issues and needs and overviews on individual accommodation plans as related to the performance management process and career advancement/development opportunities 	<p>January 1, 2016</p>	<p>Human Resources Department</p>	<p>Complete and ongoing as required</p> <p>Refresher training to be completed in 2017</p>
<p>Informing Employees of Supports</p> <ul style="list-style-type: none"> - Informing current employees via refresher training and new hires via orientation of employment policies that support employees with disabilities 	<p>January 1, 2016</p>	<p>Human Resources Department</p>	<p>Refresher training to be completed in 2017</p>
<p>Workplace Emergency Response Information</p> <ul style="list-style-type: none"> - Develop a written process that provides workplace emergency response information in an individualized manner for employees with disabilities. (This process can be used for employees with disabilities, as well as for educating employees who have external facing relations and may require assisting a person with a 	<p>January 1, 2012</p>	<p>Human Resources Department</p>	<p>Complete and ongoing as required</p>

disability in an emergency situation)			
<p>Accessible Formats & Communication Supports for Employees</p> <ul style="list-style-type: none"> - Upon request by an employee with a disability, provide or arrange for the provision suitable accessible formats and communication supports needed for the employee to successfully perform the job 	January 1, 2016	Human Resources Department	Complete and ongoing as required
<p>Documented Individual Accommodation Plans / Work Reintegration Process</p> <ul style="list-style-type: none"> - Amend the Work Reintegration Standard and associated processes as required to incorporate a written process for the development of documented individual accommodation plans and work reintegration plans for employees with disabilities 	January 1, 2016	Human Resources Department	Complete Refresher training to be completed in 2017
Information & Communications Standards			
<p>Feedback</p> <ul style="list-style-type: none"> - Ensure that processes for receiving and responding to feedback are accessible including but not limited to the creation of a specific email address (accessibility@anatoliatile.com) to ensure that any accessibility issues are directed to the appropriate person, reviewed and responded to in a timely fashion. 	January 1, 2014 and ongoing	Information Technology Department / Human Resources Department	Complete

<p>Accessible Formats and Communication Supports</p> <ul style="list-style-type: none"> - Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities - Consult with person making the request to determine suitability of accessible format or communication support - Post a statement on the website that the Company shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities 	<p>January 1, 2016</p>	<p>Information Technology Department / Human Resources Department</p>	<p>Complete and ongoing</p> <p>Website redesign will incorporate this in 2017/2018</p>
<p>Emergency Procedures, Plans or Public Safety Information</p> <ul style="list-style-type: none"> - Emergency procedures, plans or public safety information that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request in a timely manner 	<p>January 1, 2012 and ongoing</p>	<p>Human Resources Department</p>	<p>Complete and ongoing as required</p>
<p>Accessible Website & Web Content</p> <ul style="list-style-type: none"> - To post the accessibility plan on our website and provide the plan in an accessible format upon request, O. Reg. 191/11, s. 4 (1). - In 2017 Anatolia Tile + Stone shall dedicate a section on its website to ensure that the public is made aware of its continued commitment for accessibility, the progress of the Accessibility Plan and all related standards. This section shall 	<p>Commencing January 1, 2014 and ongoing</p>	<p>Information Technology Department / Human Resources Department</p>	<p>Ongoing through to January 1, 2021</p>

<p>provide accessibility information pertaining to Anatolia Tile + Stone’s accessibility policies, provincial legislation, feedback options as well as links to information relating to accessibility.</p> <ul style="list-style-type: none"> - Ensure that the Anatolia Tile + Stone website and web content conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded). 			
Built Environment			
<p>Maintain the accessible parts of our public spaces</p> <ul style="list-style-type: none"> - Continue to assess and make plans to improve the accessibility of offices and facilities for employees with disabilities by identifying and ensuring all public spaces are accessible : <ul style="list-style-type: none"> ➤ public outdoor paths of travel ➤ parking lots ➤ service counters/reception area ➤ waiting areas with fixed seating ➤ washrooms - Anatolia will develop procedures for preventative and emergency maintenance of the accessible elements in our public spaces and for dealing with temporary disruptions when accessible elements are not in working order 	<p>January 1, 2017</p>	<p>Human Resources Department / Facilities Maintenance</p>	<p>Complete Additional facility modifications will further enhance accessibility of washrooms with target completion in 2018; PM and emergency procedures for accessible elements will be completed in 2018</p>

Next Steps

Anatolia Tile + Stone is committed to the successful implementation, maintenance and improvement of our ability to meet the needs of persons with disabilities. As such, our Company will take the following next steps:

- Annually prepare and submit a Compliance Report on the Customer Service Standard and achievement of deadlines against our Multi-Year Accessibility Plan and associated legislative requirements
- Monitoring, reviewing and updating accessibility procedures and practices as required, including keeping abreast of new technology that may enhance and further improve accessibility opportunities for people with disabilities
- Continuing to develop action plans, training and communication strategies
- Updating, enhancing and communicating progress of our Multi-Year Accessibility Plan

For More Information or Feedback

Suggestions for improvement, questions or comments about Anatolia Tile + Stone's accessibility plans, policies and practices are always welcome. Should you require a copy of Anatolia Tile + Stone's documents in standard or accessible format, please contact:

Write: Anatolia Tile + Stone
8300 Huntington Road
Vaughan, Ontario, L4L 1A5
Attention: Human Resources

Phone: (905) 771-3800

Fax: (905) 771-6300

Email: accessibility@anatoliatile.com

Website: www.anatoliatile.com

Customers, clients and visitors may also complete a Visitor's Feedback form available at our Reception Desk and Driver's Entrances.

Feedback, questions and requests will be responded to in the same manner in which they were received (by mail, email or telephone) within five (5) business days.