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AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This multi-year accessibility plan outlines the policies and actions that True Religion Brand Jeans will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

Statement of Commitment

True Religion Brand Jeans believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Accessibility for Ontarians with Disabilities Act, 2005 ("AODA")

The AODA develops, implements, and enforces accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities. The AODA intends to achieve an accessible Ontario by Jan 1, 2025. To do so, mandatory and enforceable standards have been implemented.

The Standards include:

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

The Customer Service Standard (Ontario Regulation 429/07) was the first standard under the AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability. Requirements include development of a policy, practices, procedures as well as the provision of training for staff and volunteers.

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

The IASR brings together the following standard areas in one Regulation: Information and Communication, Employment, Built Environment and Transportation. The Transportation Standard does not apply to True Religion Brand Jeans. General requirements common to all standard areas include policy development and training (on the requirements of the IASR and the Ontario *Human Rights Code*). The requirements have staggered compliance dates up to the year 2021. An Accessibility Project Team reviewed the requirements of the IASR. An IASR Policy was created to address how True Religion Brand Jeans achieves or will achieve accessibility through meeting the IASR's requirements. The Multi Year Accessibility Plan was developed in accordance with the IASR. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA. This document details what has been completed to-date with regard to the Integrated Accessibility Standard Regulation (IASR) and includes the Multi-Year Accessibility Plan.

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Multi-Year Accessibility Plan

Please note that this Multi-Year Accessibility Plan is an abridged version. For more information, please contact us directly.

Requirement: Establishment of accessibility policies

Actions Taken:
With respect to policies, we have developed the following:
- AODA Corporate Procedures
- Accessible Customer Service Policy
- Integrated Accessibility Standards Regulation Policy
- AODA Training Policy

Requirement: Training on IASR and the *Human Rights Code*

Actions Taken: We have developed an AODA Training Policy. We have also developed AODA Training along with an AODA Training Quiz. All of our employees have completed the training and quiz. This is recorded and documented on an ongoing basis and made available at each of our locations.

Requirement: Feedback Process

Actions Taken: We have developed a comprehensive system in which to collect feedback. We have developed procedures along with a Customer Feedback form. All of our employees have been instructed to provide this to our customers, upon request, and it has been posted on our website. In addition, we keep a record of customer feedback and the follow-up actions taken.

Requirement: Accessible formats and communication supports

Actions Taken: Included in our policies and procedures are directions on how to provide accessible formats, should they be required. We are using reasonable efforts to be consistent with the principles of Dignity, Independence, Integration, and Equal Opportunity. We have also posted our commitment to these principles and associated policies, procedures, and information on our website: http://www.truereligion.com/company_profile.aspx. In alignment with the Accessibility Standard for Customer Service, we have also prepared procedures surrounding a disruption in service.

Requirement: Emergency procedures, plans or public safety information

Actions Taken: We have reviewed the "Making emergency information accessible to the public" requirement under the Information and Communication Standard. We strive to make our emergency and public safety information accessible to people with disabilities, upon request. We have developed a policy and plans for individualized emergency response, which falls under the Employment Standard.

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Requirement: Accessible websites and web content

Actions Taken: We have been working to make our website accessible by communicating with our IT staff and utilizing the document entitled "Making your website more accessible guide".

Requirement: Workplace emergency response information

Actions Taken: In an effort to avoid duplicating information and avoiding confusion, we have included this piece in the section above entitled "Emergency procedures, plans or public safety information" under the Information and Communication Standard (above).

Future Requirements In Progress:
- Recruitment, assessment and selection processes
- Informing employees of supports
- Accessible formats and communication supports for employees
- Documented individual accommodation plans
- Return to work process
- Performance management process
- Career development and advancement
- Redeployment
- Make service counters, queuing guides and waiting areas accessible
- Maintain accessible parts of public spaces

Should you require additional information, please contact us directly.

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