

## LONGO'S ACCESSIBILITY POLICY

### Statement of Commitment

In keeping with our values of honesty, trustworthiness and mutual respect, Longo's is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity for everyone and strive at all times to provide services in keeping with this commitment to all individuals, including persons with disabilities. We are committed to meeting the needs of people with disabilities in a timely manner and do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act ("AODA").

### Policy Guidelines

Longo's will strive to ensure that its policies, practices and procedures are consistent with the following our core principles of treating all persons with mutual respect which also includes but is not limited to:

- Dignity
- Independence
- Integration
- Equal Opportunity

### Longo's Accessibility Service Provision

See Longo's Accessibility Service Provision Policy

### Accessibility Policy and Plan

Longo's has developed, implemented and published an Accessibility Policy and multi-year Accessibility plan which documents Longo's commitment to meet the accessibility needs of persons with disabilities in a timely manner.

### Accessible Point-of-Sales Programs and Devices

When procuring or acquiring point-of-sales programs and devices, Longo's will endeavour to incorporate accessibility criteria and features where feasible.

### Training

Longo's will provide training to all team members on the requirements of the accessibility standards under the AODA and on the Human Rights Code as it pertains to persons with disabilities.

### Information and Communication Supports

Longo's will review their existing process for receiving and responding to feedback to ensure that our methods are accessible to persons with disabilities and to make any changes required to ensure fair and equal treatment for everyone.

Longo's will provide or arrange for accessible formats and communications supports when requested by person(s) with disabilities.

Longo's will ensure that where practicable, all of its new and existing websites and web content shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 standards.

### Employment Standards

In keeping with Longo's belief of integration and equal opportunity for everyone, Longo's is committed to provide equal employment opportunities, including to persons with disabilities.

### Design of Public Spaces

Longo's will comply with the AODA Design of Public Spaces Standards when undertaking new construction and redevelopment of public spaces in the following areas:

- Exterior paths of travel
- Accessible parking
- Obtaining services
- Maintenance