

Preston Hardware's Accessibility Plan

PURPOSE

Preston Hardware is committed to continually improving access to the premises, facilities, and services. This Accessibility Plan aims to create, execute, uphold, and record a comprehensive, multi-year strategy to proactively eliminate obstacles and enhance accessibility for individuals with disabilities within the organization.

OBJECTIVES

- To review initiatives undertaken by Preston Hardware in the past years to remove and prevent barriers to people with disabilities.
- To identify the barriers that Preston Hardware will review in the upcoming year and describe the measures that will be taken to resolve the barriers.
- To provide all information relating to the plan in alternative formats upon request
- To review and update the plan at least once every five years.

Section 1: Customer Service Accessibility

Objective: Ensure that our customer service practices are fully accessible to individuals with disabilities.

- Initiatives:
 - Implement accessible feedback mechanisms for customers by August 2024
 - Provide ongoing accessibility training for all customer-facing employees.

Section 2: Employment Accessibility

Objective: Establish accessible employment practices and work environments.

- Initiatives:
 - Develop and implement an accommodation policy by November 2023
 - Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
 - Inform current employees and new hires soon after they begin employment of the Corporation's policies used to support any employees with disabilities.
 - Provide or arrange for the provision of accessible formats and communication support to people with disabilities promptly, considering the person's accessibility needs.
 - Conduct accessibility training for hiring managers by May 2024
 - Implement and uphold a Back-to-Work policy to support employees during their return to work by May 2024
 - Collect feedback from employees on accessibility improvements.

Section 3: Information and Communication Accessibility

Objective: Provide accessible information and communication for all stakeholders.

- Initiatives:
 - Audit our website and digital content for accessibility compliance and aim to conform to WCAG 2.0, Level A, and Level AA by December 2024.



Section 4: Physical Environment Accessibility

Objective: Remove physical barriers and ensure accessibility in our physical spaces.

- Initiatives:
 - Regularly assess the physical layout of the warehouse, store, showroom, and office to ensure they are wheelchair-accessible and free from obstacles that may impede customers with mobility impairments.
 - Provide clear signage for accessibility features by May 2024
 - Ensure all new construction or renovations meet accessibility standards.

Section 5: Compliance Monitoring

Objective: Implement a system for monitoring and evaluating our Accessibility Plan's progress.

- Initiatives:
 - Conduct regular audits and assessments to ensure compliance.
 - Collect feedback from stakeholders on accessibility improvements.

Section 6: Continuous Improvement

Objective: Continuously enhance our accessibility efforts.

- Initiatives:
 - Regularly update our Accessibility Plan and Policy based on changing needs and regulations.
 - Engage employees and stakeholders in accessibility initiatives.
 - Foster a culture of inclusion and accessibility within our organization.

Section 7: Emergency Procedures, Plans, or Public Safety Information

Objective: Addressing and mitigating the impact of temporary disruptions on accessibility

- Initiatives:
 - Ensure timely notification and the provision of alternative solutions during disruptions affecting accessibility.
 - Provide advance notice of planned temporary disruptions in services or facilities affecting accessibility. Notices will be posted prominently within our premises and on our website, among other means.
 - Work diligently to notify all relevant individuals as quickly as possible, considering the circumstances.

Review and Revision:

This Plan will be reviewed and updated as necessary to ensure its ongoing relevance and effectiveness.

Date of Plan Approval: November 10th, 2023

