



MULTI-YEAR ACCESSIBILITY PLAN

This 2014-2021 multi-year accessibility plan outlines Toys “R” Us (Canada) Ltd.’s (“Toys “R” Us”) commitment to fulfilling its requirements under the *Accessibility for Ontarians with Disabilities Act* (“AODA”). This plan also includes a summary of accessibility initiatives that Toys “R” Us has completed. This Multi-year accessibility plan will be updated at least once every 5 years.

Year	Plans of Action Taken
2012	<p>Customer service standard implemented for Access to Customers and Employees</p> <p>AODA Emergency and public safety training implemented and mandatory AODA Training on internal policies and procedures</p> <p>Updated accessible feedback processes</p>
2013	<p>Revised and updated customer service standard implemented for Access to Customers and Employees</p> <p>Revised and updated AODA Emergency and public safety training</p> <p>Revised and updated AODA Training on internal policies and procedures</p> <p>Website partnered with eSSENTIAL Accessibility™</p> <p>Continued to update accessible feedback processes</p>
2014	<p>Updated customer service standard implemented for Access to Customers and Employees</p> <p>Updated AODA Emergency and public safety training</p> <p>Updated AODA Training on internal policies and procedures</p> <p>Updated Website and continued partnership with eSSENTIAL Accessibility™</p> <p>Reviewed accessibility blueprint plans to ensure compliance with AODA in Store layout design for new Ontario Toys“R”Us Stores</p> <ul style="list-style-type: none"> • Implemented accessible parking, accessible emergency ramps, accessible entrances, push bars in washrooms and accessible washroom entrances. • Implemented accessible signage/decals throughout those Stores <p>Accessible Kiosks – design taken into consideration</p> <p>Continued to update accessible feedback processes</p>
2015	<p>Updated customer service standard implemented for Access to Customers and Employees</p> <p>Updated AODA Emergency and public safety training</p> <p>Updated AODA Training on internal policies and procedures</p> <p>Updated Website and continued partnership with eSSENTIAL Accessibility™</p> <p>Continued to review accessibility blueprint plans to ensure compliance with AODA in Store layout design for new Store development.</p> <p>Continue to consider accessibility for Kiosk design</p> <p>Continued to update accessible feedback processes</p> <p>Employees trained on AODA Human Rights Code</p>

2016-2021	<p>Continue to update customer service standard implemented for Access to Customers and Employees</p> <p>Continue to update AODA Emergency and public safety training</p> <p>Continue to update AODA Training on internal policies and procedures</p> <p>Continue to update Website and continued partnership with eSSENTIAL Accessibility™</p> <p>Continue to \ review accessibility blueprint plans to ensure compliance with AODA in Store layout design for new Store development.</p> <p>Continue to consider accessibility for Kiosk design</p> <p>Continue to update accessible feedback processes</p> <p>Continue to train Employees on AODA Human Rights Code</p> <p>Ensure the following are AODA compliant:</p> <ul style="list-style-type: none"> • Employees and accommodation • Recruitment • Employees returning to work • Performance management • Career development • Redeployment <p>Ensure that all existing internet websites and web content conforms with WCAG 2.0 level AA</p>
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Statement of Commitment

“R” Policy and Commitment: We are committed to providing goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other Customers.

Providing Goods and Services: We are committed to excellence in serving all Customers including people with disabilities. We will meet all requirements for Customer Service Accessibility through:

Communication: We will communicate with people with disabilities in ways that take into account their disability. We will train Employees who communicate with Customers on how to interact and communicate with people with various types of disabilities.

Telephone services: We are committed to providing fully accessible telephone service to our Customers. We will train Employees to communicate with Customers over the telephone in clear and plain language and to speak clearly. We will offer to communicate with Customers via other methods if telephone communication is not suitable to their communication needs or is not available.

Assistive devices: We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our Employees are trained and familiar with various assistive devices that may be used by Customers with disabilities while accessing our goods or services. Exceptions may occur in situations where an Employee(s) has determined that the assistive device may pose a risk to the health and safety of a person with the disability or the health and safety of others on the premises. We will also ensure that Employees know how to use assistive devices available on our premises for Customers.

Use of Service Animals: We are committed to welcoming people with disabilities who are accompanied by a Service Animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all Employees are properly trained in how to interact with people with disabilities who are accompanied by a Service Animal.

Use of Support Persons: We are committed to welcoming people with disabilities who are accompanied by a Support Person. Any person with a disability who is accompanied by a Support Person will be allowed to enter our premises with his or her Support Person. At no time will a person with a disability who is accompanied by a Support Person be prevented from having access to his or her Support Person while on our premises.

Notice of temporary disruptions: We will provide Customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities (e.g., wheelchair accessible washrooms). This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and Customer Service counters on our premises. Where an Employee(s) has determined that a disruption may pose risk to a Customer with disabilities (e.g., a wet floor for a Customer who is vision impaired) we may ask the Customer to accept alternative Customer Service (e.g., the Employee brings the product to the Customer).

Feedback process: Our goal is to meet and surpass Customer expectations. Achieving this goal includes serving Customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. • Feedback regarding the way we provide goods and services to people with disabilities can be made verbally, via email or telephone. • All feedback will be directed to our Executive Customer Relations Department. • Complaints will be addressed using already established Company Customer Service procedures.

Modifications to this Policy: We are committed to developing Customer Service Policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this Policy before considering the impact on people with disabilities. Any Toys “R” Us Policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Policies and Employment Standards

Toys“R”Us has implemented an **Accessible Customer Service Plan** policy that applies to all Stores in Ontario to ensure the goods and services that are provided to people with disabilities respect the dignity and independence of people with disabilities.

Toys“R”Us is an equal opportunity Employer and does not discriminate based on any individual(s) with a disability. Toys“R”Us will continue to accommodate people with disabilities during the stages of Employment (recruitment, assessment and hiring process). Toys“R”Us will continue to review our policies, job descriptions, processes and communication to ensure that current integrated accessibility standards are achieved.

Toys“R”Us ensures that all Employees in Ontario are trained on our policies and procedures. Please refer to below “Training” for further information.

Accessible Information and communications

Toys“R”Us is committed to ensure that all persons with disabilities are able to access and browse our Toys“R”Us website (www.toysrus.ca) to enjoy the full customer experience. Toys“R”Us has partnered with eSSENTIAL Accessibility™ to provide the following features to our customers:

- **Hands-free tracking:** You can control your mouse by moving your head or your hand in full view of your computer's front-facing camera, commonly referred to as a webcam.

- **Onscreen keyboard:** Instead of using a physical keyboard to enter text in a web page, you might prefer to use your mouse instead. The on-screen keyboard offers convenience keys labeled ".www." and ".com" that you can use to reduce the number of mouse clicks you need to make.
- **Page reader:** You can have the app read aloud the text on a web page. It can read aloud any text, button captions, website texts, links, tags, and other elements that contain text that isn't embedded in graphics.
- **XY mouse:** Every point on a web page sits at a certain latitude and longitude, much like a point on a map. The app can navigate to each spot on a map by first moving to the correct latitude and then the correct longitude.
- **Direction mouse:** Using the directional mouse, you can move the mouse in one of eight directions and click it, all using only the left click button on your mouse.
- **Radar mouse:** This mouse alternative "sweeps" the eSSENTIAL Accessibility™ window much like the line on an airport radar screen. Airport radar displays typically "anchor" their lines in the center of the screen. The app's radar mouse offers that option, as well as that of anchoring the line at the top left corner of the screen.
- **Customizable toolbar:** Is a tool bar that can be customized to the person's needs.
- **Multi-language:** Options are available for multiple languages.

Training

Training for Employees: Individuals in the following positions will be trained:

- Sales Associates
- World Sales Leaders
- Store Assistant Managers
- Store Managers
- Store Assistant Directors
- Store Directors
- Loss Prevention
- HR Managers and Employees
- Call Centre Employees
- All other Employees who have contact with our Customers.

Employees will be trained on Policies, Practices and Procedures that affect the way goods and services are provided to people with disabilities. Employees will also be ongoing basis when changes are made to these policies, practices and procedures.

Training details: Training will include the following:

- The purposes of AODA, and the requirements of the Customer Service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to support a person with a disability under Emergency situations.
- What to do if a person with a disability is having difficulty in accessing our goods and services.
- Toys“R”Us policies, practices and procedures relating to the Customer Service standard.

Kiosks

Toys“R”Us will continue to consider the needs of individuals with disabilities when procuring and implementing self service Kiosks and their design. Toys“R”Us will coordinate with its vendors and suppliers to ensure that appropriate accessibility features (technical, structural, access path, etc.) are included in the design of any future purchased kiosks.

Design of Public Spaces

Toys“R”Us is committed to meeting the accessibility standards for the design of public spaces when building and/or making major modifications to public spaces which can include but is not limited to accessible parking, accessible emergency ramps, accessible entrances and accessible washrooms.

For more information

If you have any questions, or to obtain standard and accessible formats of this document free of charge, please contact 905.660.2000 and ask to speak to the Health & Safety Department.