

## **Multi-Year Accessibility Plan for Walmart Canada**

### **Accessibility for Ontarians with Disabilities Act (AODA)**

This 2014-2021 accessibility plan outlines the commitments and actions that Walmart Canada (Walmart) will put in place to improve opportunities for people with disabilities.

#### **Statement of Commitment**

Walmart 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. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements, especially as they relate to the Accessibility for Ontarians with Disabilities Act (AODA).

#### **Policies**

Walmart has implemented a Customers with Disabilities policy that applies to all stores in Canada to ensure that customers with disabilities are treated with respect and dignity in their shopping experience at Walmart.

Walmart has implemented a Duty to Accommodate policy that applies to all associates in Canada to ensure that associates do not face barriers to working or continuing to work because of disabilities.

#### **Accessible Emergency Information**

Walmart is committed to providing its customers with publicly available emergency information in an accessible way upon request. Emergency procedure information is available to visitors of Walmart's Home Office. Walmart also provide associates the opportunity to prepare individualized emergency response information plans to assist in the event of an emergency.

#### **Training**

Walmart has provided computer-based training to all of its associates on the subject of customers with disabilities and Walmart will ensure that the training remains current at all times.

Walmart will provide training to associates on applicable accessibility laws and on human rights legislation as it relates to people with disabilities. Training for current associates will be provided by January 1, 2015 and will be updated and provided on an on-going basis.

## **Kiosks**

Walmart will consider the needs of people with disabilities when procuring or acquiring self-service kiosks. Walmart will identify areas of its business in which kiosks are used and 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.

## **Information and Communications**

Walmart is committed to meeting the communication needs of people with disabilities.

Walmart is currently in the process of updating its websites and content on those sites to conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level A and Level AA by January 1, 2021.

Walmart will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015: assess current forms of company communication, consider accessibility requirements when creating new forms of communication, make appropriate changes and accommodations, ensure customers and associates are aware of how to participate in providing and receiving a response to feedback.

Walmart will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016: assess all forms of information provided to the public and determine if there is anything that would make it hard for someone with a disability to read, see, hear or understand and establish processes for ensuring alternate formats are available in a timely manner.

## **Employment**

Walmart is committed to fair and accessible employment practices.

Walmart will accommodate people with disabilities during the recruitment, assessment and hiring processes and during employment. Walmart will review current recruitment policies, job descriptions, processes and communications and amend as necessary to reflect required integrated accessibility standards.

Walmart will develop or revise as required individual accommodation plans and return-to-work policies for associates who have been absent due to a disability.

Walmart will review performance management, career development and re-deployment processes and amend as required to ensure the accessibility needs of associates with disabilities are taken into account in connection with these processes.

Walmart will take the opportunity to identify and take any necessary steps to prevent and remove other accessibility barriers impacting employment.

### **Design of Public Spaces**

Walmart will work toward meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which can include accessible off-street parking, ramps, sidewalks, entrances and service-related elements like service counters, check-out lines, waiting areas and washrooms.

### **For more information**

For more information on this accessibility plan, please contact **Customer Service** at:

- Phone: Call 1-800-328-0402 Option 5 - (7:30 a.m. – 5:30 p.m. EST, Monday – Friday (excluding holidays))
- Email: [cavoice@wal-mart.com](mailto:cavoice@wal-mart.com)

Accessible formats of this document are available free upon request from Customer Service.