



Accessibility for Ontarians with Disabilities Act (AODA) Accessibility of Information Policy

Policy Statement

Enesco Canada (“the company”) will make written information and other forms of communication accessible, upon request. This policy applies to all employees, prospective employees as well as volunteers, agents or contractors who act on behalf of or represent Enesco Canada in any manner.

Purpose

The company’s aim is to fully include individuals with disabilities and is dedicated to providing goods and services by eliminating barriers and improving accessibility.

Approach

The company will make written information and other forms of communication accessible in a timely manner, upon request. The company will not charge more for accessible formats than for other formats.

If a person with a disability asks for accessible information or requires communication supports, the company will work with them to determine how to meet their needs.

The company is not required to have accessible formats on hand, but is required to provide an accessible format in a timely manner, when requested.

Exceptions

The company does not need to make information accessible if:

- it is not possible technically to convert a document to an accessible format. In such cases, the company will explain why and provide a short summary instead.
- the information comes from another organization accessible
- the company does not control the information
- the information is found on products or product labels

Types of Information

The company will make the following 4 types of information accessible in a timely manner, upon request:

1. Emergency and Public Safety Information

This includes:

- emergency plans and procedures
- maps, warning signs and evacuation procedures
- information about alarms or other emergency alerts

2. Feedback Processes for Employees and the Public

The company will provide alternative methods for receiving feedback from employees and the public, when requested. For example, the company will consider alternatives to hand-written feedback, which may include the use of the telephone, email, or electronic questionnaires.

3. Employee Information

The company will provide accessible information when an employee with a disability requests it.

This includes:

- any information that employees need to perform their jobs
- general information that is available to all employees at work (e.g. company newsletters, information about company policies and health and safety information)
- information about emergency procedures

4. Other Public Information

When requested, the company will provide information in an accessible format. This includes all printed documents and information provided to the public on websites and handheld devices.

Related Policies:

Enesco Canada Corporation Accessible Customer Service Policy

Effective Date:

January 1, 2016

Approved By:

Grace Kiss, President