



Accessibility Plan

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Message from the CEO

Accessibility of Ontarians with disabilities is imperative to Peavey Industries core values. Peavey Industries believes that all customers, employees and vendors/suppliers should be given equal opportunity when it comes to their shopping experience and working relationship. At Peavey Industries, we care about equality in customer service, communication, employment, procurement and training and therefore endeavor to always improve our commitment and processes around these areas.

Introduction

Peavey Industries strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Peavey Industries is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Peavey Industries will play its role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Peavey Industries has completed.

Customer Service

Peavey Industries has remained in compliance with the Customer Service Standard.

Customers who wish to provide feedback on the way Peavey Industries provides goods and services to people with disabilities can do so by e-mailing concerns by going to the Peavey Industries website: www.peaveymart.com and clicking on "Contact Us" and click on "Customer Service". All feedback will be directed to the People and Culture Department and Customers can expect to hear back within 2 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Information and Communications

Peavey Industries will communicate with people with disabilities in ways that take into account their disability.

Employment

Peavey Industries provides equal opportunity to all candidates.

Procurement

Peavey Industries accommodates vendors and suppliers when visiting the Regional Office and during distant daily interactions.

Section Two: Strategies and Actions

Customer Service

Peavey Industries is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Information and Communication

Peavey Industries is committed to making our information and communications accessible to people with disabilities. Peavey Industries will provide accessible formats and communication upon request.

Employment

Peavey Industries is committed to fair and accessible employment practices.

Peavey Industries will notify all successful applicants of policies for accommodating employees with disabilities. Peavey Industries will provide individualized workplace emergency response information to employees who have a disability. Peavey Industries will also notify job applicants that Peavey Industries will accommodate disabilities during the selection process, notify current staff about the organization's policies for supporting employees with disabilities and develop individual accommodation plans for employees with disabilities.

Procurement

Peavey Industries is committed to accessible procurement processes.

Training

Peavey Industries is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

More Information

For more information on this accessibility plan, please contact the Human Resources Supervisor at

or humanresources@peaveyindustries.com.

Standard and accessible formats of this document are free on request from the Human Resources Supervisor. Peavey Industries will update and review the accessibility plan once every five years.

Legislation

Accessibility for Ontarians with Disabilities Act

Integrated Accessibility Standards

References

AODA Policy

Accommodation Policy