

INTEGRATED ACCESSIBILITY STANDARDS: NORDSTROM CANADA’S MULTI-YEAR ACCESSIBILITY PLAN

On July 1, 2011, the Integrated Accessibility Standards (Ontario Regulation 191/11) came into force. The regulation establishes standards to address barriers that persons with disabilities face in the areas of employment, information and communications, transportation and built environment, as required by the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”). On July 1, 2016, amendments made to the AODA became effective. As a large, private sector organization, Nordstrom Canada Retail Inc. (“Nordstrom Canada”) has obligations under the Integrated Accessibility Standards that come into effect on a rolling basis. Nordstrom Canada is committed to meeting its obligations under the AODA and its regulations. Nordstrom Canada’s Multi-Year Accessibility Plan (the “Plan”) is a road map for doing so.

This Plan identifies the different standards applicable to Nordstrom Canada and provides information regarding Nordstrom Canada’s actions to date with respect to each standard. Nordstrom Canada is committed to reviewing the Plan at least once every five years.

Applicable Integrated Accessibility Standard	Topic	Action(s)	Status
3	Accessibility Policies	Nordstrom Canada has adopted an Integrated Accessibility Standards Policy that includes Nordstrom Canada’s Statement of Commitment to meeting the needs of persons with disabilities. This policy is publicly available on Nordstrom Canada’s website. Upon request, Nordstrom Canada will also make the policy available in an accessible way format.	Policy adopted and compliance ongoing.
4	Accessibility Plans	Nordstrom Canada has developed this document to serve as its Multi-Year Accessibility Plan. This Plan outlines Nordstrom Canada’s strategy to prevent and remove barriers faced by persons with disabilities and to meet the requirements of the AODA. This plan is posted on Nordstrom Canada’s website. Upon request, Nordstrom Canada will also make this Plan available in an accessible format.	Plan adopted and compliance ongoing.
6	Self Service Kiosks	Nordstrom Canada takes into account the accessibility needed for persons with disabilities when designing, procuring and/or acquiring self-service kiosks.	Compliance ongoing.

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7	Training	Nordstrom Canada provides training on Ontario's accessibility laws and <i>Human Rights Code</i> to all Ontario employees and all employees who develop its Ontario policies.	Compliance ongoing
11	Feedback	Nordstrom Canada ensures that its process for receiving and responding to feedback is accessible to persons with disabilities by, upon request, providing this feedback process in an accessible way. Nordstrom Canada notifies the public of the availability of accessible formats through a notification on the Nordstrom Canada website.	Compliance ongoing
12	Accessible formats and communication supports	Upon request, Nordstrom Canada makes available accessible formats or other communications supports for people with disabilities. Nordstrom Canada notifies the public of the availability of accessible formats through a notification on the Nordstrom Canada website.	Compliance ongoing
13	Emergency information	Upon request, Nordstrom Canada provides customers with publicly available emergency response information in an accessible way.	Compliance ongoing
14	Accessible Websites	Nordstrom Canada has ensured that its websites and content on those sites conform with the WCAG 2.0, Level AA requirements where practicable.	Compliance ongoing
22, 23 & 24	Recruitment, assessment and selection processes	Nordstrom Canada notifies its applicants, employees and the public about the availability of accommodations for applicants with disabilities, including accommodations related to assessment or selection procedures.	Ongoing compliance
25 & 26	Employee accommodation	Nordstrom Canada informs employees of its policies for supporting employees with disabilities, including providing job accommodations if needed. Such	Ongoing compliance

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		accommodations may include providing communications in an accessible format or providing other communication supports.	
27	Workplace emergency response information	Nordstrom Canada provides employees with disabilities with individualized emergency response information when necessary and when Nordstrom Canada is aware that the employee needs to be accommodated due to their disability.	Ongoing compliance
28	Individual accommodation plans	Nordstrom Canada has a process in place for developing individual accommodation plans for employees with disabilities.	Ongoing compliance
29	Return to work process	Nordstrom Canada has a documented return to work process for employees who have been absent from work due to a disability and need accommodation in order to return to work.	Ongoing compliance
30, 31 & 32	Performance management, career development and redeployment	Nordstrom Canada takes into account the accessibility needs of employees with disabilities when coaching or otherwise engaging with the employee in the performance management process; providing career development or advancement to employees or when reassigning employees to other departments or job due to a reduction in force.	Ongoing compliance
80	Public Space	Nordstrom Canada will meet the Accessibility Standards for the Design of Public Space when building or making major modifications to public spaces, including outdoor paths of travel such as sidewalks, accessible off street parking and service related elements such as counters and waiting areas.	Ongoing compliance

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