



Access for Ontarians with Disabilities Act (AODA)

Integrated Accessibility Standard Regulation (IASR) – Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan has been developed to meet the requirements of the Ontario *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). It is specifically applicable to Ontario operations and Ontario-based employees, although Whole Foods Market is committed to the principles of non-discrimination, accommodation, and inclusion companywide.

Category: General Requirements

| Component | | IASR Requirement | Action(s) | Status |
|-----------|--|--|---|-----------|
| 1. | Establishment of Accessibility Policies | Sec. 3(2) Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities Sec. 3(3) Prepare one or more written documents describing its policies | Whole Foods Market completed the statement of commitment and policy on the Integrated Accessibility Standard Regulation. Accessibility policy has been posted on www.wholefoodsmarket.com | Complete. |

| Component | | IASR Requirement | Action(s) | Status |
|-----------|----------------------------|---|--|-------------------------------------|
| 2. | Accessibility Plan | Sec. 4(1) Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirement under this Regulation. | Whole Foods Market completed a multi-year accessibility plan. Multi-year accessibility plan has been posted on www.wholefoodsmarket.com | Complete. |
| 3. | Self-Service Kiosks | Sec. 7(2) Large organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. | “Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both. Whole Foods is not aware at this time of any such kiosks being utilized in Ontario. Should this change in the future, Whole Foods will ensure it meets this requirement. | Compliance achieved and is ongoing. |

| Component | | IASR Requirement | Action(s) | Status |
|-----------|-----------------------------|---|--|-------------------------------------|
| 4. | Training | Sec. 7 Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities | All Team Members, all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization will be trained. Training will be on the requirements of the Integrated Accessibility standard and will be appropriate to the duties of the individual being trained. Team Members will also be trained on the Ontario Human Rights Code as it pertains to persons with disabilities using the Ontario Human Rights Commission's videos, <i>Working Together: The Code and AODA</i> . | Compliance achieved and is ongoing. |
| 5. | Accessibility Report | Sec. 86.1 Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations. | Next report to be filed on or before June 30, 2021. | To be complete as of June 30, 2021. |

Category: Information & Communications Standards

| Component | | IASR Requirement | Action(s) | Status |
|-----------|--|---|--|-------------------------------------|
| 1. | Feedback from Customers | Sec. 11 Receiving and providing feedback in an accessible format | Customers who wish to provide feedback on the way Whole Foods Market provides goods, services or facilities to people with disabilities can provide feedback in the following way(s): in person to Store Team Leadership at any of our Ontario stores; online via our Contact Us webpage; or via telephone by contacting our Customer Care team at 1-844-936-8255. Whole Foods Market will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request. | Compliance achieved and is ongoing. |
| 2. | Accessible Formats and Communication Supports | Sec. 12 Information about their goods and services or facilities; Communication supports | Whole Foods Market shall upon request provide or arrange for the provision of accessible formats for persons with disabilities. | Compliance achieved and is ongoing. |

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|-----------|----------------------------------|--|---|-------------------------------------|
| 3. | Unconvertible Information | Sec. 12 Examples: blueprints or x-rays | Whole Foods currently is not aware of any documents that would be classified as unconvertible. | Complete. |
| 4. | Posting Requirements | Sec. 12 Public must be notified about accessible formats & communication supports | Whole Foods Market will notify the public about the availability of accessible formats and communication supports via an AODA posting at the customer service desk in each of our Ontario stores. | Compliance achieved and is ongoing. |

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| 5. | Emergency Procedures/ Plan or Public Safety Information | Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information | Any emergency procedures/plan or public safety information Whole Foods Market makes publicly available will be made available in an accessible format upon request. | [Insert "Compliance achieved and is ongoing" when done] |
| 6. | Accessible Websites & Web Content | Sec. 14 All internet websites and web content (World Wide Web Consortium web content accessibility guidelines at Level AA) | As Whole Foods Market continues to improve our website experience for all our customers, including customers with disabilities, we are guided by the Web Content Accessibility Guidelines (WCAG) version 2.1, Level AA. | Compliance substantially achieved and is ongoing. |

Category: Employment

| Component | | IASR Requirement | Action(s) | Status |
|-----------|--|---|---|--|
| 1. | Recruitment, Assessment and Selection | Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process | When posting open positions, information about the availability of accommodations will be added to the postings. | [Meg Fox’s team is working on this. Insert “Compliance achieved and is ongoing” when done] |
| | | Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available | Amazon notifies applicants when they are contacted for an interview about the availability of accommodations during the recruitment process. This will be done by phone or email when booking an interview date and time. | [Meg Fox’s team is working on this. Insert “Compliance achieved and is ongoing” when done] |

| | Component | IASR Requirement | Action(s) | Status |
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| | | <p>Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities</p> | <p>Whole Foods Market notifies successful applicant(s) of their policies for accommodating employees with disabilities. All new hires in Ontario receive written offers of employment with appropriate language.</p> | <p>[Jim Michell at TMS is working on this. Insert "Compliance achieved and is ongoing" when done]</p> |
| 2. | <p>Informing Employees of Supports</p> | <p>Sec. 25 Informing Employees of Supports - all employees must be informed of polices used to support employees with disabilities (existing employees, new hires and when thereis a change to the policy)</p> | <p>Whole Foods Market informs all employees of our policies for supporting employees with disabilities. Notification is provided through [TMS to explain]</p> | <p>[Jim Michell at TMS is working on this. Insert "Compliance achieved and is ongoing" when done]</p> |

| Component | | IASR Requirement | Action(s) | Status |
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| 3. | Accessible formats and communication supports foremployees | Sec. 26 Must provide, in an accessible format, information needed to perform the job and information which is generally available to employees in the workplace. | Upon request, Whole Foods Market consults with Team Members with disabilities to determine which accessible formats or communication supports they require to perform the duties of their job. | Compliance achieved and is ongoing. |
| 4. | Workplace emergency response information | Sec. 27 Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities mayhave in emergency situations | Whole Foods Market will create an individualized workplace emergency response plan for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. | Compliance achieved and is ongoing. |

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| 5. | Documented individual accommodation plans | Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency | Whole Foods Market has a reasonable accommodation process, through which an employee receives an individual accommodation. | Compliance achieved and is ongoing |
| 6. | Return to work process | Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work | Whole Foods Market's written reasonable accommodation process applies to employees seeking a return to work after an absence related to a disability. | Compliance achieved and is ongoing |

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| 7. | Performance Management | Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities | Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success. Whole Foods Market takes into account the accessibility needs of employees with disabilities in the area of performance management. | Compliance achieved and is ongoing. |
| 8. | Career Development and Advancement | Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any | Whole Foods Market takes into account what accommodations employees with disabilities may need to succeed elsewhere in the business or to take on new responsibilities within their current position. | Compliance achieved and is ongoing. |

| Component | | IASR Requirement | Action(s) | Status |
|-----------|---------------------|--|---|-------------------------------------|
| 9. | Redeployment | Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization | In the event that Whole Foods Market initiates a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities. | Compliance achieved and is ongoing. |

Category: Design of Public Spaces Standards (Accessibility) – Built Environment

| Component | | Requirement | Action(s) | Status |
|-----------|---|--|--|----------------|
| 1. | Built Environment (Public Trails, Beach Access, Public Outdoor Eating Areas) | s. 80.1 to 80.18 -- If Whole Foods Market builds or redevelops any new public trails, beach access, or public outdoor eating areas, it must comply with specific accessibility requirements under AODA | Whole Foods Market has not built and does not intend to build or redevelop any public trails, beach access, public outdoor eating areas. | Not applicable |

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| 2. | Built Environment (Exterior Paths of Travel) | s. 80.21 to 80.31 – If Whole Foods Market builds any new (or redevelops) exterior paths of travel that are outdoor sidewalks or walkways for pedestrian travel for functional purpose (not recreation), it must comply with specific accessibility requirements under AODA. | Whole Foods has not built any exterior paths of travel on or after January 1, 2017. | Not applicable. |
| 3. | Built Environment (Off-Street Parking) | s. 80.32 to 80.39 – If Whole Foods Market builds or redevelops off-street parking, it must comply with specific accessibility requirements under AODA. | Whole Foods Market has not built (and does not intend to build or redevelop) any off-street parking on or after January 1, 2017. | Not applicable. |
| 4. | Obtaining services (new service counters, fixed queuing guides, new or redeveloped waiting areas) | s.80.40 to 80.43—if Amazon builds (or redevelops) service counters, fixed queuing guides, waiting areas, it must comply with the specific requirements of the AODA. | [The only WFM store whose service counters were redeveloped post-January 1, 2017 is LEA. Mike Kramer is working to obtain confirmation on whether the LEA service counters are AODA-compliant. No fixed queuing guides in our Ontario stores, per the Construction & Store Development Team.] | [insert when complete] |

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| 5. | Maintenance | s. 80.44 – For accessible elements that Whole Foods Market controls, Whole Foods Market must have procedures to respond to temporary disruptions, including advising of such disruptions, the length of such suggestions and offering alternates. | Whole Foods Market has a robust preventive and maintenance of all accessible elements that it controls. If there is a disruption, Whole Foods Market will affix signage regarding the disruption and offer alternatives to the reader/recipient. | [Gary Macdonald will distribute the signage to the stores. Insert “Compliance achieved and is ongoing” when done] |
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