



Barbarian Sportswear – Multi-Year Accessibility Plan

Introduction

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

Barbarian Sportswear Inc. is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

The plan is reviewed and updated at least once every 5 years.

Strategies and Actions

Customer Service

Barbarian Sportswear Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

The following measures have or will be implemented by Barbarian Sportswear:

- All customer service representatives have completed the Accessibility for Ontarians with Disabilities Act (AODA) Training. Completion of training of all employees is tracked and recorded.
- We are taking steps to ensure that our customer service desk and entry way are fully accessible with seating options and ample space. The entry way project is expected to be completed by June 2024.
- A process will be put in place to ensure that all feedback received from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Any persons with a disability who is accompanied by a support person or by a service animal will be allowed to enter Stage Windows & Doors premises with their support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to their support person and/or service animal while on our premises

Information and Communications

Barbarian Sportswear Inc. is committed to making our information and communications accessible to people with disabilities.

Barbarian Sportswear Inc. has undertaken the following plans to ensure compliance with this standard:

- A feedback process will be established that is accessible, ensuring alternative formats are also available, such as, telephone inquiries, email, and in-person. These processes are available upon request.
- Our website has been designed to be user friendly for people with a range of needs. Persons with disabilities are encouraged to contact Barbarian Sportswear Inc. via email or phone if they required additional information.

Design of Public Spaces

Barbarian Sportswear Inc.'s public areas currently meet the required Accessibility Standards for the design of public spaces. This includes accessible parking spaces and a barrier free entrance. The company has a plan to resurface our parking lot and driveway in 2024/2025. At this time, we will notify the public of the service disruption and alternative accessibility available for obtaining goods and services.

Employment

Barbarian Sportswear Inc. is committed to fair and accessible employment practices.

Barbarian Sportswear Inc. is committed to ensuring that our recruitment, selection, and assessment processes are fair and accessible. All supervisors, managers, and employees involved in staffing of any time have completed AODA training.

Barbarian Sportswear Inc. has taken the following steps to ensure accessibility and accommodations are made for current and potential employees:

- Specify that accommodation is available for applicants with disabilities in recruitment process.
 - Information employees of policies supporting persons with disabilities. Provide this information to new employees within the onboarding and integration process.
 - Participation of the employee requiring the individual accommodation plan
 - Means of providing individual accommodation plans in a format that takes into account the needs of the employee
 - Include individualized workplace emergency response information.
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For More Information

For more information on this accessibility plan, please contact us:

- By email: customerservice@barbarian.com
- By telephone: 519-895-1932
- By mail:
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Our accessibility plan is publicly posted at www.barbarian.com.

Standard and accessible formats of this document are free on request.