

MULTI-YEAR ACCESSIBILITY PLAN (ONTARIO)

This 2014-2021 accessibility plan outlines the policies and actions that L'Oréal Canada Inc. will put in place to improve opportunities for people with disabilities.

Statement of Commitment

L'Oréal Canada Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

L'Oréal Canada Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

L'Oréal Canada Inc. will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

L'Oréal Canada Inc. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Legal Affairs (LA) and Human Resources (HR) will meet and draft an accessibility standard policy.
- Once the accessibility standard policy is finalized, LA and HR will build a training to explain the accessibility standard policy to employees.
- HR will make sure to communicate the accessibility standard policy by posting it on its intranet.
- Finally, HR will train its employees located in Ontario.

Information and communications

L'Oréal Canada Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

L'Oréal Canada Inc. will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- Legal Affairs (LA) and the Digital Team (DT) will meet to ensure that L'Oréal has the internal knowledge to comply with WCAG 2.0 requirements.
 - DT will study the best practices from the Global Alliance on Accessible Technologies and Environment (GAATES), with its contractual third parties that are developing any new websites.
 - L'Oréal does not have the knowledge internally to follow GAATES' best practices, therefore L'Oréal will hire an external specialist.
- DT and each of L'Oréal's brands will meet to analyze their website and see if adaptations have to be done.
 - Legal Affairs will make sure that DT conduct such audits.
- In the process of designing new websites, DT and website's designers will meet to take into consideration WCAG 2.0 requirements.

L'Oréal Canada Inc. will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- L'Oréal already has in place tribunes to ensure that feedback can be given.
 - Each L'Oréal's brand has its own customer care center reachable over the phone: <http://www.loreal.ca/en/contact-us/contact-us-homepage.aspx>
 - If the customer is deaf, deafened, hard of hearing, or has speech disabilities, L'Oréal uses a third party (Bell Relay) to support the communication.
 - Each product has a 1-800 number to allow customers to give feedback.

L'Oréal Canada Inc. will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- L'Oréal already makes sure that publicly available information is made accessible.
 - <http://www.loreal.ca/en/news/loreal-is-increasingly-committed-to-supporting-the-disabled.aspx>
- Also, customers with disabilities can contact L'Oréal's 1-800 number to talk to a customer care center representative.

L'Oréal Canada Inc. will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

- Legal Affairs (LA) and the Digital Team (DT) will meet to ensure that L'Oréal has the internal knowledge to comply with WCAG 2.0 requirements.
 - DT will study the best practices from the Global Alliance on Accessible Technologies and Environment (GAATES), with its contractual third parties that are developing any new websites
 - L'Oréal does not have the knowledge internally to follow GAATES' best practices, therefore L'Oréal will hire an external specialist.
- DT and each of L'Oréal's brands will meet to analyze their website and see if adaptations have to be done.
 - Legal Affairs will make sure that DT conduct such audits.

- In the process of designing new websites, DT and website's designers will meet to take into consideration WCAG 2.0 requirements.

Employment

L'Oréal Canada Inc. is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Legal affairs will meet with Human Resources to make sure that fair and accessible employment practices are respected by L'Oréal.
- L'Oréal adds the following sentence after every job's application: L'Oréal Canada provides equal employment opportunity for all.
- Prior to interview, Human Resources will make sure that candidate accessibility needs are taken into consideration.
- Once hired, if needed, an accommodation plan will be drafted (including special need in case of emergency).
 - L'Oréal already makes sure that employees are aware of the plan to follow in case of evacuation.

L'Oréal Canada Inc. will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- L'Oréal will draft individual accommodation plans – if necessary.
- L'Oréal is also committed to draft a return-to-work policy for employees that have been absent due to a disability.
- To make sure employees are aware of the policy, L'Oréal will post it on its intranet.

During each employee's annual evaluation, Human Resources will take into account employee accessibility needs to insure their career development.

- L'Oréal will consult employees with disabilities during their annual evaluation – or upon request – to prevent and remove other accessibility barriers (example: by reorganizing office spaces).