



**BOOMCO DÉCOR INC.
MULTI-YEAR ACCESSIBILITY PLAN**

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

PUBLISH DATE	DECEMBER 15, 2024
POLICY CREATED FOR	ALL BOOMCO DEOCR INC. EMPLOYEES, CONTRACTORS, CUSTOMERS, AND MEMBERS OF THE GENERAL PUBLIC
POLICY CREATED BY	DIRECTOR OF HUMAN RESOURCES & ADMINISTRATIVE SERVICES
ANNUAL REVIEW DATE	JANUARY 1 ST
POLICY REVIEW DATE	JANUARY 1 ST , 2027

1. PURPOSE

Boomco Décor Inc. o/a La-Z-Boy Furniture Galleries of Southern Ontario (“the Company”) is committed to creating and maintaining an inclusive, barrier-free environment for employees, customers, applicants, contractors, and members of the public.

This Multi-Year Accessibility Plan outlines the Company’s strategy to identify, prevent, and remove barriers for persons with disabilities and to comply with the requirements established under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the Integrated Accessibility Standards Regulation (“IASR”).

This Plan will guide the Company’s ongoing efforts to improve accessibility across all areas of operations including:

- Customer service
- Employment practices
- Information and communications
- Workplace safety
- Technology and digital accessibility
- Physical accessibility
- Training and awareness

This Plan will be reviewed and updated at least once every five (5) years in accordance with Ontario legislation.

2. STATEMENT OF COMMITMENT

Boomco Décor Inc. o/a La-Z-Boy Furniture Galleries of Southern Ontario is committed to treating all individuals in a manner that allows them to maintain their dignity, independence, integration, and equal opportunity.

The Company is committed to:

- Meeting the accessibility needs of persons with disabilities in a timely manner;
- Preventing and removing barriers to accessibility;
- Providing accessible customer service;
- Supporting employees and applicants with disabilities;
- Ensuring accessibility is integrated into policies, procedures, training, and business operations; and
- Complying with all applicable requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

The Company recognizes accessibility as an ongoing responsibility and will continue to work toward improving accessibility for all individuals who interact with our business.



3. APPLICATION

This Plan applies to:

- All Boomco Décor Inc. employees;
- Management personnel;
- Independent contractors;
- Temporary workers;
- Applicants for employment;
- Customers and visitors; and
- Any third party acting on behalf of the Company.

This Plan applies to all Boomco Décor Inc. operating locations within Ontario including retail stores, customer care facilities, warehouses, offices, and distribution centres.

4. ACCESSIBILITY OBJECTIVES

The Company's accessibility objectives are to:

1. Improve access to goods, services, and facilities;
2. Foster an inclusive workplace culture;
3. Ensure accessible communication methods are available;
4. Improve digital and website accessibility;
5. Enhance accommodation and return-to-work processes;
6. Promote accessibility awareness and training;
7. Maintain compliance with Ontario accessibility legislation; and
8. Continuously review and improve accessibility practices.

5. ACCESSIBILITY POLICIES & GOVERNANCE

Ongoing Commitments

The Company will:

- Maintain written accessibility policies;
- Review policies annually;
- Provide policies in accessible formats upon request;
- Ensure accessibility considerations are incorporated into operational decision-making; and
- Maintain accountability for accessibility initiatives through Human Resources leadership.

Responsibility

The Director of Human Resources & Administrative Services shall serve as the primary lead responsible for:

- Monitoring compliance;
- Coordinating accessibility initiatives;
- Reviewing accessibility feedback;
- Maintaining training records;
- Updating policies and procedures; and
- Reviewing this Multi-Year Accessibility Plan.

6. CUSTOMER SERVICE ACCESSIBILITY

The Company is committed to providing accessible customer service to individuals with disabilities.

Current Measures

The Company currently:

- Permits the use of assistive devices;
- Permits service animals where permitted by law;
- Permits support persons;
- Provides notice of temporary disruptions;
- Maintains accessible feedback processes; and
- Provides accessibility training to employees.

Initiative	Timeline	Responsibility	Status	Comp. Date
Annual review of accessibility customer service policies	Annually	HR	Completed	01-05-2026
Review showroom accessibility and customer pathways	Annually	Operations	Completed	01-05-2026
Improve accessibility signage in stores where required	2026–2028	Operations	Completed	01-05-2026
Review customer complaint trends related to accessibility	Quarterly	HR	Ongoing	
Continue accessibility training for all new hires	Ongoing	HR	Active	

7. INFORMATION & COMMUNICATIONS STANDARDS

The Company is committed to ensuring information and communications are accessible to persons with disabilities.

Accessible Formats & Communication Supports

Upon request, the Company will provide or arrange for:

- Accessible formats;
- Communication supports; and
- Workplace documents in accessible formats,

in a timely manner and at no additional cost to the individual.

Website Accessibility

The Company is committed to ensuring publicly available digital content is accessible and compliant with applicable WCAG requirements under the AODA.

Initiative	Timeline	Responsibility	Status	Comp. Date
Review website accessibility compliance	2026	Marketing / HR	Completed	01-05-2026
Improve accessibility of online customer forms	2026–2027	HR	Completed	01-05-2026



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Review accessibility of digital hiring materials	Annually	HR	Completed	01-05-2026
Ensure accessibility requests are responded to promptly	Ongoing	HR	Active	
Review accessibility of internal training materials	Annually	HR	Active	

8. EMPLOYMENT ACCESSIBILITY STANDARDS

The Company is committed to fair and accessible employment practices.

Recruitment & Hiring

The Company will:

- Notify applicants that accommodations are available throughout the recruitment process;
- Provide accommodations during interviews and assessments upon request;
- Notify successful applicants of accommodation policies upon hire; and
- Consult with applicants regarding appropriate accommodation needs.

Workplace Supports

The Company will:

- Inform employees of workplace accommodation policies;
- Provide accessible workplace information where required;
- Maintain individualized accommodation plans;
- Maintain return-to-work processes;
- Consider accessibility during performance management, career development, and redeployment; and
- Protect confidentiality throughout accommodation processes.

Workplace Emergency Response Information

Where required, individualized emergency response information will be developed for employees with disabilities.

Initiative	Timeline	Responsibility	Status	Comp. Date
Annual review of accommodation processes	Annually	HR	Completed	01-05-2026
Review recruitment postings for accessibility language	Ongoing	HR	Completed	01-05-2026
Conduct annual review of emergency response plans	Annually	HR / Health & Safety	Completed	01-05-2026
Review return-to-work program procedures	Annually	HR	Completed	01-05-2026
Continue manager accessibility and accommodation training	Annually	HR	Active	

9. TRAINING

The Company will provide accessibility training consistent with AODA requirements.

Training Will Include:

- AODA requirements;
- Human Rights Code obligations relating to disability;
- Accessible customer service;
- Communication techniques;
- Accommodation awareness;
- Service animals and support persons; and
- Workplace accessibility obligations.

Training Audience

Training will be provided to:

- Employees;
- Supervisors;
- Managers;
- Contractors interacting with the public; and
- Individuals involved in policy development.

Training Records

The Company will maintain records of:

- Training dates;
- Training materials; and
- Individuals trained.

Initiative	Timeline	Responsibility	Status	Comp. Date
Maintain onboarding accessibility training	Ongoing	HR	Active	
Annual refresher accessibility training	Annually	HR	Planned	
Review training effectiveness	Annually	HR	Completed	01-05-2026
Update training materials as legislation changes	As required	HR	Active	

10. DESIGN OF PUBLIC SPACES

Where applicable, the Company will comply with accessibility requirements relating to public spaces.

The Company will consider accessibility when

- Renovating location(s);
- Updating customer-facing spaces;
- Installing signage;
- Modifying entrances/exits;
- Reviewing workplace layout

Initiative	Timeline	Responsibility	Status	Comp. Date
Review accessibility of customer-facing spaces	2026–2028	Operations	Completed	01-05-2026
Review accessible parking and entrances	Annually	Operations	Completed	01-05-2026
Consider accessibility in future renovations	Ongoing	Operations	Completed	01-05-2026

11. FEEDBACK PROCESS

The Company welcomes feedback regarding accessibility.

Feedback may be provided:

- In person;
- By telephone;
- By email;
- In writing; or
- Through customer feedback forms.

Feedback will be reviewed promptly and respectfully.

Accessible formats and communication support related to the feedback process will be provided upon request.

12. ACCESSIBLE FORMATS & COMMUNICATION SUPPORTS

Information and communications about the Company's goods, services and facilities are available in accessible formats and with communication supports upon request.

The Company will consult with the person making the request to determine a suitable accessible format or communication support. The Company will provide or arrange for these in a timely manner that takes the person's accessibility needs due to disability into account, at no additional cost.

Requests may be made to staff or management at any Company location, by calling 905-569-1961 ext. 0705, or by emailing customer.care@lzbdecor.com. The Company will notify the public of this availability through its website and notices at its locations.

13. REVIEW & MONITORING

This Multi-Year Accessibility Plan will be:

- Reviewed annually for operational effectiveness; and
- Formally reviewed and updated at least once every five (5) years.

The Company may update this Plan sooner where:

- Legislative requirements change;
- Operational changes occur; or
- Accessibility improvements are identified.



14. AVAILABILITY OF THE PLAN

This Multi-Year Accessibility Plan:

- Will be posted on the Company website;
- Will be made available in accessible formats upon request; and
- Will be provided to any individual requesting a copy.

15. CONTACT INFORMATION

Questions, accessibility requests, or feedback regarding this Plan may be directed to:

Director of Human Resources & Administrative Services

Boomco Décor Inc. o/a La-Z-Boy Furniture Galleries of Southern Ontario
1220 Brant Street, Unit #4
Burlington, Ontario
L7P 1X8
Phone: 905-569-1961 x0705

Email: erin.littlejohns@lzbdecor.com

16. APPROVAL

This Multi-Year Accessibility Plan was approved by Boomco Décor Inc. leadership and is effective as of January 5, 2026.

Name	Title	Approval Date
Gregory Hogeboom	President	January 5, 2026
Erin Littlejohns	Director of Human Resources & Administrative Services	January 5, 2026