

Multi-Year Accessibility Plan

2026 - 2030

Alexanian Flooring Limited

Carpet & Flooring — 17 Locations Across Ontario

Issued: May 2026 | Next Review: May 2031

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11).

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Message from Alexanian Flooring Limited Management

For more than seventy years, Alexanian Flooring Limited has served Ontario families with the products, design guidance, and installation expertise that turn a house into a home. Our nineteen showrooms across the province are places where customers come to plan investments they live with for many years — sometimes a decade or more. That long relationship demands that every customer, regardless of ability, can come through our doors, navigate our showrooms, work with our designers, and complete their purchase with the same dignity, independence, and quality of service.

Alexanian Flooring Limited is committed to meeting the accessibility needs of people with disabilities in a timely manner, and to fulfilling our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation, O. Reg. 191/11 (IASR). This Multi-Year Accessibility Plan describes what we have done to remove and prevent barriers to date, and the concrete steps we will take between 2026 and 2030 to continue improving accessibility across our customer experience, our workplace, our communications, and our public spaces.

We recognize that this plan is a public commitment. We will review and update it at least once every five years and provide the plan in accessible formats on request.

Alexanian Flooring Limited Management

Introduction

Alexanian Flooring Limited ("Alexanian," "we," "our," or "the Company") is a privately held Ontario retailer of carpet, hardwood, vinyl, tile, and area rugs, with installation services provided through company crews and qualified contractors. The Company operates nineteen retail showrooms across Ontario together with central head office and warehouse operations.

Because flooring is a long-cycle, considered purchase, our showroom traffic is lower than that of a typical convenience or apparel retailer, but each customer interaction is in-depth — often involving a designer consultation, sample take-home, in-home measurement, and a multi-week installation. Accessibility matters at every step of that journey, from the parking lot through to the final walk-through.

Alexanian employs more than 50 people in Ontario and is therefore subject to the full set of obligations under the IASR applicable to large private-sector organizations, including the requirement to:

- Establish, implement, maintain, and document a multi-year accessibility plan (this document);
- Post the plan on the Company website and provide it in accessible formats on request;
- Review and update the plan at least once every five years;
- Comply with the Customer Service, Information and Communications, Employment, Procurement, Training, and Design of Public Spaces standards under O. Reg. 191/11; and
- File accessibility compliance reports with the Government of Ontario when required.

Statement of Commitment

Alexanian Flooring Limited 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 we will do so by preventing and removing barriers to accessibility and by meeting accessibility requirements under the AODA.

This plan is reviewed and updated at least once every five years.

Section 1 — Past Achievements to Remove and Prevent Barriers

Alexanian Flooring Limited has completed the following accessibility initiatives prior to the start of this plan period. Where dates are approximate, they reflect the period during which the practice was established and is currently in effect.

1.1 Customer Service

Initiative	Description / Status
Accessible Customer Service Policy	Issued an Accessible Customer Service Policy (March 2022) covering dignity, independence, integration, and equal opportunity; communication with customers with disabilities; use of personal assistive devices; service animals; support persons; temporary disruptions; and accessible formats on request. The policy is available to customers in any of our 19 showrooms upon request.
Service animals welcomed	All Alexanian showrooms welcome customers accompanied by a service animal in any area of the premises open to the public, in accordance with the Customer Service Standard.
Support persons welcomed	Customers who are accompanied by a support person are welcomed in all showrooms; staff communicate directly with the customer unless otherwise requested.
Personal assistive devices	Customers may use their own assistive devices (wheelchairs, walkers, white canes, hearing aids, communication devices, etc.) when accessing our goods, services, and showrooms. Staff are instructed not to handle or move a customer's assistive device without permission.
Notice of temporary disruptions	When a temporary disruption affects facilities or services that customers with disabilities rely on (e.g., automatic doors, accessible washrooms), notice is posted in a visible location at the affected showroom, identifying the reason, expected duration, and any alternative arrangements.
Feedback channels	Customers may provide feedback about the accessibility of our goods and services in person at any showroom, by telephone, by email, or in writing. Feedback is reviewed by management and used to improve service. Customers who request a response receive one in a timely manner.

1.2 Information and Communications

Initiative	Description / Status
Accessible formats on request	Alexanian provides, or arranges for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs, and at no additional cost beyond what is

	charged to other persons. This commitment is documented in our Accessible Customer Service Policy.
Accessible feedback processes	Our feedback processes accept submissions in person, by telephone, by email, and in writing, and we will arrange accessible formats and communication supports on request.
Public notice of availability	Customers are notified that documents related to our accessibility policies are available upon request and may be provided in accessible formats or with communication supports.

1.3 Employment

Initiative	Description / Status
Accommodation on request	Where an employee or job applicant has identified an accommodation need, Alexanian has worked with the individual on a case-by-case basis to identify and provide a suitable accommodation, in accordance with the Ontario Human Rights Code and the AODA.
Workplace culture	Alexanian has cultivated a workplace culture in which employees and managers are encouraged to raise accessibility concerns to their supervisor or to Human Resources without fear of reprisal.

Alexanian has not historically maintained the written employment accessibility processes contemplated by Part III of the IASR (for example, recruitment notification, accessible formats for employees, workplace emergency response information, documented individual accommodation plans, and a documented return-to-work process). Building out these processes is a priority of this plan — see Section 2.3.

1.5 Self-Service Kiosks

Not applicable. Alexanian does not currently deploy self-service kiosks (touch-screen product browsers, self-checkout terminals, design-tool kiosks, or similar) in any of its 19 retail showrooms. All customer interactions are mediated by trained showroom staff and designers. Should Alexanian introduce any self-service kiosk during the plan period, it will incorporate accessibility features for persons with disabilities (see Section 2.5).

1.6 Training

Initiative	Description / Status
Customer Service Standard training	Showroom staff receive instruction in the principles of accessible customer service set out in our Accessible Customer Service Policy, including how to interact with customers who use assistive devices, service animals, or support persons, and how to communicate with customers with disabilities.

Onboarding orientation	Accessibility expectations are communicated to new hires during orientation by their manager, and our Accessible Customer Service Policy is made available to all employees.
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Honest assessment: Training has historically been delivered informally and inconsistently across our 19 locations and has not been comprehensively documented. Implementing a standardized, documented, and repeatable training program covering the IASR and the Human Rights Code as it applies to people with disabilities — with attendance records — is a Year 1 priority of this plan (see Section 2.6).

1.7 Design of Public Spaces

Initiative	Description / Status
Accessible features at newer locations	Showrooms built or substantially renovated since 2017 incorporate the technical requirements of the Design of Public Spaces Standard and the Ontario Building Code accessibility provisions in effect at the time of construction, including accessible parking spaces, barrier-free entrances, accessible service counters, and accessible washrooms where washrooms are provided.
Service disruption procedures	When the accessible portions of a showroom (e.g., automatic doors, accessible washrooms, accessible parking) are temporarily disrupted, the location posts notice of the disruption identifying the reason, expected duration, and any alternative arrangements, in accordance with section 80.44 of the IASR.

Honest assessment: A number of older Alexanian showrooms predate the 2017 Design of Public Spaces requirements and the current Ontario Building Code barrier-free provisions. These locations have not undergone the kind of "extensive alteration" that would trigger retrofit obligations under section 80.40 of the IASR or the Building Code, and so the existing entrances, parking lots, and washrooms remain in lawful operation. We acknowledge, however, that several of these locations contain accessibility gaps (e.g., entrance steps without ramps, parking lots without compliant accessible spaces, washrooms that are not barrier-free). Conducting a portfolio-wide assessment of these gaps, and committing to bring each location into compliance at the next major renovation cycle, is a forward-looking commitment of this plan (see Section 2.7).

1.8 Transportation

Not applicable. Alexanian does not provide conventional or specialized passenger transportation services, taxicab services, public-sector transportation services, or municipal transportation services as contemplated by Part IV of the IASR. Product delivery to customers' homes for installation purposes is performed by employee or contractor crews and is not a passenger transportation service within the meaning of the regulation.

1.9 Other

Initiative	Description / Status
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Filed accessibility compliance reports	Alexanian has filed Accessibility Compliance Reports with the Government of Ontario as required of private-sector organizations with 50 or more employees.
Long-tenure customer relationships	Because flooring is a once-a-decade purchase for most households, Alexanian invests in long-form in-person consultations, in-home measurement, and post-installation follow-up. This service model — staff-mediated rather than self-serve — is itself an accessibility advantage and we intend to preserve it.

Section 2 — Strategies and Actions (2026–2030)

The following are the initiatives Alexanian Flooring Limited is committed to undertaking during the 2026 to 2030 plan period. Timeframes are expressed in calendar years and are best estimates as of the issue date of this plan.

2.1 Customer Service

Alexanian is committed to providing accessible customer service to all customers, including people with disabilities. We will continue to comply with the Customer Service Standard and will:

Initiative	Description	Timeframe
Periodic policy review	Review our Accessible Customer Service Policy periodically and update it when operational, technological, or regulatory changes warrant. Communicate material updates to staff.	2026–2030
Feedback log and review	Maintain a log of accessibility-related customer feedback received across our 19 locations and review periodically with the management team.	2026, ongoing

2.2 Information and Communications

Alexanian is committed to making our information and communications accessible to people with disabilities. We will:

Initiative	Description	Timeframe
WCAG 2.0 Level AA internal self-assessment	Conduct an internal self-assessment of our public-facing website against WCAG 2.0 Level AA using industry-standard automated tools (such as WAVE, axe DevTools, and Google Lighthouse) together with manual keyboard-only navigation testing and screen-reader testing. Document findings and produce an internal remediation roadmap.	2026
Web accessibility remediation	Remediate identified WCAG 2.0 Level AA gaps on the Company website on a prioritized schedule, addressing the highest-impact issues (alt text on product imagery, keyboard navigation, colour contrast, form labelling, video captions) first. Re-test as material changes are made.	2027–2030
Accessibility considered in new web/digital builds	Ensure any new website redesigns, e-commerce additions, or customer-facing digital tools commissioned during the plan period are designed and tested to WCAG 2.0 Level AA from the outset.	Ongoing 2026–2030
Accessible formats and communication supports	Continue to provide accessible formats and communication supports upon request, in a timely manner and at no additional cost. Document each request and the format provided.	Ongoing

Accessible feedback channels	Continue to ensure that the feedback channels published to customers (in person, telephone, email, written) are themselves accessible and that accessible formats are arranged on request.	Ongoing
Emergency procedures and public safety information	Where emergency procedures, plans, or public safety information are made available to the public (e.g., in-showroom evacuation notices), provide them in accessible formats or with appropriate communication supports as soon as practicable upon request.	Ongoing

2.3 Employment

Alexanian is committed to fair and accessible employment practices and to meeting our anticipatory obligations under Part III of the IASR. We will:

Initiative	Description	Timeframe
Recruitment notification	Update external job postings and our careers page to notify applicants that accommodations are available on request in respect of the materials or processes used in the recruitment process.	2026
Notify applicants selected for assessment	Update our recruitment workflow so that applicants selected to participate in an assessment or selection process are notified that accommodations are available on request in relation to the materials or processes to be used.	2026
Notify successful applicants of accommodation policies	When making offers of employment, notify successful applicants of our policies for accommodating employees with disabilities.	2026
Accessible formats and communication supports for employees	Document a process by which an employee with a disability may request and receive accessible formats and communication supports for information needed to perform the employee's job, and for information generally available to employees in the workplace.	2026
Workplace emergency response information	Provide individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary, and where Alexanian is aware of the need for accommodation.	2026, ongoing
Documented individual accommodation plans	Develop and document a written process for the development of individual accommodation plans for employees with disabilities.	2026
Documented return-to-work process	Develop and document a return-to-work process for employees who are absent due to a disability and who require disability-related accommodations to return to work.	2026

2.5 Self-Service Kiosks

Alexanian does not currently deploy self-service kiosks. Should we introduce any self-service kiosk during the plan period, we are committed to incorporating accessibility features for persons with disabilities in accordance with section 6 of the IASR. We will:

Initiative	Description	Timeframe
Accessibility-by-design	In the design or procurement of any new self-service kiosk, incorporate accessibility features such as tactile keypads, audio output, adjustable height where applicable, screen-reader compatibility, and high-contrast / scalable visual interfaces.	If introduced — at procurement
Plan update	Update this multi-year plan to describe any deployed kiosks at the next full plan review following their deployment.	If introduced

2.6 Training

Alexanian is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Training will be provided to all employees, volunteers, persons participating in developing the Company's policies, and other persons who provide goods, services, or facilities on behalf of the Company. We will:

Initiative	Description	Timeframe
Standardized IASR + Human Rights Code training	Develop or license a standardized training module covering the Customer Service Standard, the IASR (Information & Communications, Employment, Procurement, Design of Public Spaces, Self-Service Kiosks), and the Ontario Human Rights Code as it applies to people with disabilities. Module to be appropriate to the duties of the persons being trained.	2026
Train all current staff	Deliver the standardized training to every current employee across all 19 locations and head office, with completion records (date, participant, module version) retained centrally.	Substantial completion by end of 2026
Onboarding requirement	Train every new person as soon as practicable after being hired. Training delivery and completion to be tracked through the HR/onboarding system.	From 2026, ongoing
Refresher training on policy or law changes	Provide refresher training in respect of any changes to the Company's accessibility policies or to the underlying legislation, and document the refresher.	As required, ongoing
Training records	Maintain records of the training provided, including the dates on which training was provided and the number of individuals to whom it was provided, in accordance with section 7(4) of the IASR.	Ongoing

2.7 Design of Public Spaces

Alexanian will meet the Design of Public Spaces Standard when constructing new public spaces or making planned significant alterations to existing public spaces under our control. We will:

Initiative	Description	Timeframe
Portfolio-wide accessibility self-assessment	Conduct an internal self-assessment of all 19 retail locations against the AODA Design of Public Spaces and Ontario Building Code barrier-free standards using a structured checklist completed by Alexanian operations and facilities staff. Produce a per-location summary identifying gaps and the regulatory status of each gap.	2026–2028
Maintain a public-spaces gap register	Maintain a written register of identified gaps at each location, the regulatory status of each gap (grandfathered vs. required), and the planned trigger for remediation (next major renovation, planned parking lot replacement, end-of-lease move, etc.).	From 2027, updated annually
Compliance at next major renovation	Where a location is grandfathered today, commit that any future major renovation, redevelopment, or rebuild will bring the renovated elements into full compliance with the Design of Public Spaces Standard and the Ontario Building Code barrier-free provisions then in effect.	Ongoing — committed at each project
Owned-property parking lot replacement	Bring the owned-property parking lot scheduled for replacement in approximately 2029 into full compliance with the Design of Public Spaces Standard for off-street parking, including accessible parking spaces, access aisles, and signage.	Approx. 2029
Service disruption procedures (formal)	Maintain written procedures for preventing and responding to service disruptions affecting the accessible elements of our public spaces (accessible parking, accessible entrances, accessible washrooms, accessible service counters), and post notice of disruptions in accordance with IASR section 80.44.	Documented in 2026, ongoing
New leases and new builds	For any new showroom location leased, built, or relocated during the plan period, require that the leased premises and any tenant build-out meet current AODA Design of Public Spaces and Ontario Building Code barrier-free requirements at the time of occupancy.	Ongoing 2026–2030

2.8 Transportation

Not applicable. Alexanian does not provide passenger transportation services within the meaning of Part IV of the IASR. Should this change during the plan period (for example, by introducing a customer shuttle service), this section of the plan will be updated accordingly at the next full plan review.

2.9 Other Initiatives

Initiative	Description	Timeframe
Accessibility compliance reporting	Continue to file Accessibility Compliance Reports with the Government of Ontario by each applicable reporting deadline.	Each filing cycle
Five-year plan review	Review and update this Multi-Year Accessibility Plan no later than 2031, in accordance with section 4(2) of the IASR.	By end of 2030

Plan Review

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. The next full review is scheduled for 2030, with a refreshed plan to be issued for the 2031–2035 period. The plan will be revised earlier where a change to the AODA or the IASR, or a material change in the Company's operations, warrants.

For More Information

For more information about this Multi-Year Accessibility Plan, to request an accessible format or communication support, or to provide feedback about the accessibility of Alexanian Flooring Limited's goods, services, or facilities, please contact:

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Posting location:

This Multi-Year Accessibility Plan is publicly posted on the Alexanian Flooring Limited website at alexanian.com/accessibility-standard/.

Accessible formats:

Standard print, large print, electronic (accessible PDF, plain text, or HTML), and other accessible formats of this document are available, free of charge and in a timely manner, on request from the contact above.