INTEGRATED ACCESSIBILTY STANDARDS POLICY

1. PURPOSE AND STATEMENT OF COMMITMENT

The goal of accessibility legislation, including the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") and The Accessibility for Manitobans Act (the "AMA"), is to create a more accessible society, by identifying and, to the extent possible, preventing and eliminating barriers experienced by a person with a disability.

TJX Canada (the "Company") strives to provide an accessible environment for its Associates and members of the public. The Company is committed to developing, implementing and maintaining policies aimed at meeting the accessibility needs of persons with a disability in a timely manner.

The objective of this policy (the "Policy") is to identify and document how TJX Canada seeks to achieve compliance with the applicable accessibility legislation and how it will continue to work toward improving accessibility for persons with a disability.

Nothing in this Policy is intended to replace or negate existing laws related to accessibility for persons with disabilities including but not limited to the applicable human rights and workplace safety and insurance legislation.

2. APPLICATION OF THE POLICY

This policy applies to:

a) Every person who is an employee of, or a volunteer with, TJX Canada
b) Every person who participates in developing TJX Canada's policies.
c) Every other person who provides goods, services, or facilities on behalf of TJX Canada.

3. DEFINITIONS

Accessible Format may include, but is not limited to, large print, recorded audio and electronic format, braille and any other format usable by a person with a disability.

Accommodation means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Associate means an employee of TJX Canada.

Communication Support may include, but is not limited to, captioning, alternative and an augmentative communication support, plain language, sign language and any other support that facilitates effective communication.

Disability means:

a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
b) A condition of mental impairment or a developmental disability.
c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

d) A mental disorder.

An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

e) Any other definition of 'disability' as defined in applicable provincial accessibility legislation.

New *Internet* Website means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Performance Management means an activity related to assessing and improving Associate performance, productivity and effectiveness, with the goal of facilitating Associate success.

Redeployment means the reassignment of an Associate to other department or job as an alternative to layoff, when a particular job or department has been eliminated.

Self-Service Kiosk means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows a user to access one or more services or products or both.

Unconvertible Information or Communication means information or communication that it is not technically feasible to convert, or if it is technically feasible to convert, the technology required to do so is not readily available.

Web Content Accessibility Guidelines ("WCAG") means the international standard for making a website and web content accessible to people with a wide-range of disabilities.

4. GENERAL ACCESSIBILTY STANDARDS

a) Communication

TJX Canada strives to create, provide and receive information and communications in a manner that takes into account the individual's disability.

b) Accessibility Plan

TJX Canada has established and implemented an Accessibility Plan to outline the Company's strategy to prevent and remove barriers for a person with a disability and meet the requirements of the Integrated Accessibility Standards ("IAS") under the *AODA* in Ontario. TJX Canada will maintain the Accessibility Plan in accordance with the requirements of the IAS and will review and update it at least once every five (5) years. The Accessibility Plan is posted on TJX Canada's website and will be made available in an Accessible Format, upon request.

c) Training

TJX Canada will provide initial training, and ongoing training as required under the applicable accessibility legislation, to all persons to whom this Policy applies.

Training will be provided on:

(i) The requirements of the applicable accessibility legislation and the Policy.

(ii) TJX Canada's obligations under the applicable human rights legislation as they relate to a person with a disability.

TJX Canada will provide training to individuals who develop or maintain web contact, procure information technology or communication tools, develop or implement accessible information and communication policies, and to individuals who provide information to the public or organizations in Manitoba.

TJX Canada will ensure training is provided to all persons to whom this Policy applies as soon as reasonably practicable after the person is hired or otherwise retained. Ongoing training will be provided as changes are made to the Policy and the organization's accessible communication practices.

TJX Canada will maintain records of the individuals to whom training is provided, summaries of the training materials, and the dates when training is offered and provided.

d) Self-Service Kiosk

TJX Canada will consider the accessibility needs of a person with a disability when designing, procure or acquiring a Self-Service Kiosk, including a point-of-sale device.

5. INFORMATION AND COMMUNICATION STANDARDS

a) Feedback Procedure

TJX Canada will ensure its process for receiving and responding to feedback is accessible to a person with a disability by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request.

TXC Canada will document actions taken in response to feedback and make this information available, upon request.

TJX Canada will notify the public of the availability of Accessible Formats and Communication Supports for feedback purposes.

If TJX Canada determines it is not feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, it will provide an explanation as to why the information or communications are unconvertible, and a summary of the unconvertible information or communications.

b) Accessible Formats and Communication Supports

Upon request, TJX Canada will provide or arrange for the provision of Accessible Formats and Communication Supports to make its communication or information about its goods, services and/or facilities accessible to a person with a disability. This requirement includes the provision of in-store signage and promotional materials, upon request. Accessible Formats and Communication Supports will be provided in a timely manner and at a cost no more than the regular cost charged to any other person.

TJX Canada will consult with the person making the request when determining the suitability of an Accessible Format or Communication Support. TJX Canada will also notify the public of the availability of Accessible Formats and Communication Supports.

c) Emergency Plans, Procedures and Public Safety Information

TJX Canada will provide any emergency plans, procedures or public safety information that it makes available to the public in an Accessible Format or with appropriate Communication Supports upon request and as soon as practicable.

d) Accessible Websites and Web Content

TJX Canada will ensure, where practicable, any New Internet Website and web content on such site(s) meets or exceeds WCAG 2.1 Level AA guidelines. Any guideline requirements set out in

WCAG 2.0 Level AA that are not covered by WCAG 2.1 Level AA must be complied with.

By May 1, 2025 ensure that, where practicable, any website or content on that site(s) published after January 1, 2012 conforms with WCAG 2.1 Level AA guidelines or, where applicable, WCAG 2.0 Level AA guidelines. When determining whether meeting the requirements of this section are practicable, TJX Canada will consider the availability of commercial software or tools required to achieve web accessibility, and the impact meeting the requirements of this section will have on any project planned before January 1, 2012.

The commitment to provide an accessible website and web content only applies to a website and web content TJX Canada controls directly or indirectly through a contractual relationship allowing for modification of the website or web content at issue.

6. EMPLOYMENT STANDARDS

The Employment Standards only apply to employees of TJX Canada ("Associates"). They do not apply to volunteers or other unpaid individuals or contractors.

a) Recruitment, Selection and Assessment

TJX Canada will notify the public and Associates of the availability of accommodation during the recruitment process.

TJX Canada will notify job applicants who are individually selected to participate in an assessment or selection process that accommodation is available upon request if the applicant requires accommodation due to a disability.

If an applicant requests accommodation, TJX Canada will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

b) Notice to Successful Applicants

When making an offer of employment, TJX Canada will notify the successful applicant of its policy on accommodating Associates with a disability.

c) Informing Associates of Supports

TJX Canada will inform its Associates of its policies on supporting an Associate with a disability, including, but not limited to, its policy on the provision of job accommodation that takes into account an Associate's accessibility needs due to disability. This information will be provided to a new Associate as soon as practicable after commencing employment.

TJX Canada will provide Associates with updated information whenever there is a material change to its policies on the provision of job accommodation for an Associate with a disability.

d) Accessible Formats and Communication Supports for Associates

Upon the request of an Associate with a disability, TJX Canada will provide or arrange for the provision of Accessible Formats and Communication Supports to ensure information required by the Associate to perform their job and/or information generally available to an Associate in the workplace is accessible to the Associate with a disability.

TJX Canada will consult with the Associate making the request to determine the suitability of any Accessible Format or Communication Support. However, TJX Canada reserves the right to determine the Accessible Format or Communication Support provided.

e) Workplace Emergency Response Information

TJX Canada will provide individualized emergency response information to any Associate who requires it as a result of a disability. This information will be provided as soon as practicable after TJX Canada becomes aware of the Associate's need for an individualized response.

Where the Associate will require assistance in an emergency, and with the Associate's consent, TJX Canada will designate a person designate by TJX Canada to provide such individualized assistance and will provide the colleague(s) with the Associate's individualized emergency response information.

TJX Canada will review the individualized workplace emergency response information when (i) the Associate moves to a different work location, (ii) the Associate's overall accommodation needs or plans are reviewed, and/or (iii) TJX Canada reviews its general emergency response policies.

f) Individual Accommodation and Return to Work

TJX Canada has a written process for developing a documented individual accommodation plan for an Associate with a disability.

Any individual accommodation plan prepared for an Associate will include:

(i) Information on Accessible Formats or Communication Supports provided to the Associate.

(ii) Any individualized workplace emergency response plan developed for the Associate.

(iii) Any other forms of accommodation being provided to the Associate as a result of their disability.

TJX Canada also has a written process for any Associate who may be returning to work following a disability-related leave of absence. The process includes the steps taken to facilitate the Associate's return to work and the development of any required individual accommodation plan on return.

For more information, please consult TJX Canada's Individual Accommodation and Return to Work Policy.

g) Performance Management, Career Development and Advancement and Redeployment

TJX Canada will take an Associate's accessibility needs, and any individualized accommodation plan, into account in:

(i) Conducting performance management.

(ii) Providing opportunities for career development and advancement.

(iii) Making redeployment decisions.

TJX Canada will review its internal policies and procedures to ensure they are compliant with the applicable accessibility legislation. It will develop and provide appropriate training to Managers and Associates responsible for supporting or impacting performance management, career development, and redeployment processes. TJX Canada will also develop a training schedule for the same to ensure compliance with these processes on a continuous basis.

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7. PUBLIC SPACES

TJX Canada has incorporated accessibility into public spaces on its premises that are newly constructed or redeveloped in accordance with the applicable accessibility legislation. TJX Canada will:

a) Adhere to the applicable requirements under the Design of Public Spaces Standard.

b) Provide maintenance and restoration of public spaces by ensuring procedures are in place for preventative and emergency maintenance of accessible elements in public spaces and that procedures are in place for dealing with temporary disruptions when accessible elements required under this section are not in working order.

8. QUESTIONS ABOUT THIS POLICY

For more information about the Policy please contact:

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