MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION AND STATEMENT OF COMMITMENT

In accordance with applicable provincial legislation including the Accessibility for Ontarians with Disabilities Act ("AODA") in Ontario and the Accessibility for Manitobans Act ("AMA") in Manitoba, TJX Canada ("TJX Canada" or the "Company") is required to establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements of the Integrated Accessibility Standards (the "IAS").

This multi-year accessibility plan (the "Accessibility Plan") outlines TJX Canada's strategy to prevent and remove barriers for persons with disabilities and to address the current and future requirements of the IAS in order that TJX Canada may fulfill its commitment as outlined in the TJX Canada's Integrated Accessibility Standards Policy (the "Policy").

Following is the multi-year accessibility plan by section:

General Accessibility Standards 2

Information and Communication Standards 3

Employment Standards 5

Design of Public Spaces 9

Customer Service Standards 10

MULTI-YEAR ACCESSIBILITY PLAN

GENERAL ACCESSIBILITY STANDARDS

Requirement	Responsible Individual / Department	Action	Status
Accessibility Policy Develop, implement and maintain polices governing how TJX Canada achieves or will achieve accessibility through meeting the requirements of the IAS. Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner. Prepare one or more written documents describing the policies and make the policies publicly available and provide them in an accessible format upon request.	Human Resources	TJX Canada has developed and implemented an “Integrated Accessibility Standards Policy” and provides training on the Policy. The Policy includes a Statement of Commitment. Notification about the availability of the Integrated Accessibility Standards Policy is posted on the Company’s website.	Complete
Training Provide training to all existing employees, volunteers and all persons who participate in the development of AODA Policies and AMA Policies.. Training must include: i. the requirements of the IAS; the Human Rights Code, or applicable human rights legislation, as it pertains to persons with disabilities; and ii. the AODA Policies as required by the IAS and AMA Policies. Keep a record of the training provided, including summaries of the training materials, the dates on which the training is offered and provided and the number of individuals to whom it is provided. Ensure that contractors providing goods, services and/or facilities on its behalf have received the training required under the IAS.		TJX Canada provides training to existing employees, volunteers and any third parties who provide goods, services and facilities on behalf of TJX Canada and to all persons who participate in the development of TJX Canada’s policies. TJX Canada provides training to new employees as part of the onboarding process. Facility Operations maintains records of the training provided.	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

GENERAL ACCESSIBILITY STANDARDS – Cont'd

Requirement	Responsible Individual / Department	Action	Status
Ensure individuals who develop or maintain web contact, procure information technology or communication tools, develop or implement accessible information and communication policies or provide information to the public or organizations in Manitoba also receive training. Ensure that training be provided as soon as reasonably practicable and on an ongoing basis in line with changes to the organization's accessible communication policies and practices. Keep written record of the organization's training and accessibility policies and measures taken. Upon request, make available to the public accessibility and training policies.			
Self-Service Kiosks Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Store Development	TJX Canada considers the accessibility of persons with disabilities when designing, procuring and acquiring self-service kiosks.	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

INFORMATION AND COMMUNICATION STANDARDS

Requirement	Responsible Individual / Department	Action	Status
Emergency Plans, Procedures or Public Safety Information Provide any emergency plans, procedures or public safety information that is available to the public in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.	Human Resources & Store Development	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.	Complete and ongoing
Feedback Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request. Notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures	Customer Service	Accessible formats and communication supports are provided in respect of TJX Canada's feedback procedures. Notification about the availability of accessible formats and communications supports in respect of any processes for receiving and/or responding to feedback is posted on TJX Canada's website and is included in the Policy.	Complete and ongoing
Accessible Formats and Communication Supports Upon request, provide or arrange for the provision of Accessible Formats and Communication Supports in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities. This requirement includes the provision of in-store signage and promotional materials, upon request. Provide Accessible Formats and Communication Supports in a timely manner at a cost that is no more than the regular cost charged to other persons and in a manner that takes account the person's accessibility needs due to disability. Consult with the person making the request when determining the suitability of an Accessible Format or Communication Support and notify the public of the availability of same.	Customer Service	Information about TJX Canada's goods, services and facilities is provided in an Accessible Format or with a Communication Support upon request. Employees have received training on the obligation to provide this information in an Accessible Format or with a Communication Support. Notification about the availability of Accessible Formats and Communication supports is provided on TJX Canada's website and it its policies.	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

INFORMATION AND COMMUNICATION STANDARDS – Cont'd

Requirement	Responsible Individual / Department	Action	Status
Accessible Websites and Web Content Ensure that, where practicable, a 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, 2021 conforms with WCAG 2.1 Level AA guidelines or, where applicable, WCAG 2.0 Level AA guidelines.	Systems	TJX Canada's website is compliant with WCAG 2.1 Level AA and 2.0 Level AA to the extent required by the IAS.	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

EMPLOYMENT STANDARDS

Requirement	Responsible Individual / Department	Action	Status
Recruitment Notify the public and employees about the availability of accommodation for applicants with disabilities in its recruitment processes	Human Resources	A notification about the availability of accommodation during the recruitment process is posted on TJX Canada's website on the "Career" page and in the online platform it utilizes to recruit employees.	Complete and ongoing
Recruitment, assessment or selection process Notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. Consult with an applicant requesting accommodation to provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability	Human Resources	A notification about the availability of accommodation in respect of the assessment and selection process is included in the email sent to applicants who are selected to participate in an interview.	Complete and ongoing
Notice to successful applicants Notify successful applicants of TJX Canada's policies for accommodating employees with disabilities.	Human Resources	Information about TJX Canada's policies for accommodating employees with disabilities is included in the employment contract and in TJX Canada's Employee Handbook (ATP), which is provided to employees prior to the start of employment.	Complete and ongoing
Informing employees of supports Inform employees of policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Provided to new employees as soon as practicable after commencing employment Provide employees with updated information whenever there is a material change to its policies on the provision of job accommodations for employees with disabilities	Human Resources	Information about TJX Canada's policies for accommodating employees with disabilities is included in the Employee Handbook (ATP), which is provided to new employees upon hire. TJX Canada advises employees when there is a material change to any of these policies.	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

EMPLOYMENT STANDARDS – Cont'd

Requirement	Responsible Individual / Department	Action	Status
Accessible formats and communication supports for employees Upon the request of an employee with a disability, provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that (i) information required by the employee to perform his/her job; and (ii) information generally available to employees in the workplace, is accessible to the employee with a disability. Consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support. However, where the needs of an employee with a disability may be accommodated in various different ways, TJX Canada reserves the right to determine the type of Accessible Format or Communication Support that will be provided in the circumstances.	Operations	Accessible formats and communication supports are provided to employees upon request and where necessary, are included as part of an employee's individual accommodation plan. Managers have received training on the obligation to provide accessible formats and communication supports and the obligation to consult with employees prior to so doing.	Complete and ongoing
Workplace emergency response information Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if TJX Canada is aware of the need for accommodation due to the employee's disability. Provide this information as soon as practicable after becoming aware of the need for accommodation. With the consent of the employee, provide the workplace emergency response information to the person designated by TJX Canada to provide assistance to the employee if the employee needs assistance by reason of disability. Review individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when the TJX Canada reviews its general emergency response policies.	Operations	A notification about the availability of individualized emergency response information is posted on the TJX Canada's [Health and Safety Information board/intranet]. Managers have received training on the obligation to provide individualized emergency response information and the requirement that this information be updated as necessary.	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

EMPLOYMENT STANDARDS – Cont'd

Requirement	Responsible Individual / Department	Action	Status
Documented individual accommodation plans Have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process must include the following elements: i. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. ii. The means by which the employee is assessed on an individual basis. iii. The manner in which TJX Canada can request an evaluation by an outside medical or other expert, at its own expense, to assist in determining if accommodation can be achieved and, if so, how accommodation can be achieved. iv. The manner in which the employee can request the participation of a representative from his or her bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. v. The steps TJX Canada will take to protect the privacy of the employee's personal information. vi. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. vii. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. viii. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	Human Resources & Operations	A policy on the provision of documented individual accommodation and return-to-work plans has been developed and mangers have received training on how it is to be implemented when required (see "Individual Accommodation and Return to Work Plan Policy")	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

EMPLOYMENT STANDARDS – Cont'd

Requirement	Responsible Individual / Department	Action	Status
Cont'd Where requested, an employee's individual accommodation plan will include any information regarding the provision of Accessible Formats and Communications Supports. Where required, an employee's individual accommodation plan will include individualized workplace emergency response information.			
Return to Work Process Have in place a documented a return-to-work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return-to-work process must outline the steps TJX Canada will take to facilitate the employee's return-to-work and will include documented individual accommodation plans as part of the process	Human Resources	A policy on the provision of documented individual accommodation and return-to-work plans has been developed and managers have received training on how it is to be implemented when required (see "Individual Accommodation and Return to Work Plan Policy").	Complete and ongoing
Performance management Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Human Resources	Managers have received training on the requirement to take accessibility needs into account when engaging in performance management.	Complete and ongoing
Career development and advancement Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities.	Human Resources	Managers have received training on the requirement to take accessibility needs into account when providing career development and/or advancement opportunities to employees.	Complete and ongoing
Redeployment Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Human Resources	Managers have received training on the requirement to take accessibility needs into account when engaging in redeployment.	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

DETAILS DESIGN OF PUBLIC PLACES

(The following requirements only apply to public spaces that are newly constructed or redeveloped on and after January 1, 2027)

Requirement	Responsible Individual / Department	Action	Status
Exterior Paths of Travel Ensure that any exterior paths of travel, such as outdoor sidewalks and walkways, ramps, stairs and curb ramps that it constructs or redevelops and intends to maintain meet the technical requirements of the Design of Public Places Standards.	Property Development	The Company has not newly developed or reconstructed any exterior paths of travel since January 2017 but is aware of the requirements of the Design of Public Spaces Standards should it do so in the future.	Ongoing
Off-Street Parking Ensure that when TJX Canada constructs new or redevelops off-street parking facilities that it intends to maintain, the off-street parking facilities meet the requirements of the Design of Public Places Standards. Off-street parking is a space where you can park your vehicle temporarily that is not on a public road or street.	Property Development	The Company has not newly developed or reconstructed any off-street parking since January 2017 but is aware of the requirements of the Design of Public Spaces Standards should it do so in the future.	Ongoing
Obtaining Services Ensure that TJX Canada meets the requirements of the Design of Public Places Standards in respect of the following: 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas.	Property Development	The Company has not newly constructed or redeveloped any service counters, fixed queuing guidelines or waiting areas but is aware of the requirements of the Design of Public Spaces Standards should it do so in the future.	Ongoing
Maintenance Ensure accessibility plans include: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces. 2. Procedures for dealing with temporary disruptions when accessible elements required are not in working order.	Property Development	The Company is aware of the maintenance requirement should it newly develop or reconstruct any public spaces covered by the Design of Public Spaces Standards in the future.	Ongoing

MULTI-YEAR ACCESSIBILITY PLAN

CUSTOMER SERVICE STANDARD

Requirement	Responsible Individual / Department	Action	Status
Customer Service Policy Develop, implement and maintain polices governing how TJX Canada provides goods, services or facilities to persons with disabilities in compliance with the requirements of the Customer Service Standard. Ensure policies address use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person. Notify persons to whom it provides goods, services or facilities that the documents are available upon request.	Customer Service & Human Resources	TJX Canada has developed and implemented an "Accessible Customer Service Policy" and provides training on the Policy. Notification about the availability of the Customer Service Standards Policy is posted on the TJX Canada's website.	Complete
Service Animals Allow a person with a disability to be accompanied by a service animal while on organization's premises and to keep the animal with him or her unless the animal is otherwise excluded by law. If service animal is excluded by law, ensure other measures are available to enable a person with a disability to obtain, use or benefit from the organization's goods, services or facilities. Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person. Notify persons to whom it provides goods, services or facilities that the documents are available upon request.	Customer Service & Operations	TJX Canada's Accessible Customer Service Policy addresses the Company's obligations with respect to service animals and guide dogs and employees receive training with respect to these obligations. TJX Canada is not aware of any current restrictions specific to its premises that would serve to exclude a Service Animal or Guide Dog. A notification about the availability of the Policy is posted on TJX Canada's website.	Ongoing

MULTI-YEAR ACCESSIBILITY PLAN

CUSTOMER SERVICE STANDARD – Cont'd

Requirement	Responsible Individual / Department	Action	Status
Support Persons Permit a person with a disability to be accompanied by their support person and that the person with a disability is not prevented from having access to the support person while on the premises. Provide advance notice of fees charged for support person. Before requiring the presence of a support person, consult with person with a disability and consider the health and safety implications based on available evidence. If requiring presence of support person, waive fees for support person. Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person. Notify persons to whom it provides goods, services or facilities that the documents are available upon request.	Customer Service & Operations	TJX Canada's Accessible Customer Service Policy addresses the Company's obligations with respect to support persons and employees receive training with respect to these obligations. A notification about the availability of the Policy is posted on TJX Canada's website.	Complete and Ongoing
Notice of Temporary Disruptions Provide notice of temporary disruptions to facilities or services used by persons with disabilities to access organization's goods, services or facilities. Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person. Notify persons to whom it provides goods, services or facilities that the documents are available upon request.	Customer Service & Operations	TJX Canada's Accessible Customer Service Policy addresses the Company's obligations with respect to notify of temporary disruptions and employees receive training with respect to these obligations. A notification about the availability of the Policy is posted on TJX Canada's website.	Complete and Ongoing

MULTI-YEAR ACCESSIBILITY PLAN

CUSTOMER SERVICE STANDARD – Cont'd

Requirement	Responsible Individual / Department	Action	Status
Training Ensure training on the provision of goods, services or facilities to persons with disabilities is provided to everyone who: – is an employee or volunteer – provides goods, services or facilities on organization's behalf; – participates in developing organization's policies Ensure training includes review of purpose of *AODA*, requirements of the Customer Service Standard and instruction on: – how to interact and communicate with persons with various types of disability – how to interact with persons using assistive devices or requiring the assistance of a service animal or support person – how to use equipment or devices available on premises or provided by organization that may help with the provision of goods, services or facilities to a person with a disability – what to do if person with a particular type of disability is having difficulty accessing the organization's goods, services or facilities Prepare a document describing organization's training, and on request give a copy of document(s) to any person. Notify persons to whom the organization provides goods, services or facilities of the availability of same upon request. Maintain records of when and to whom training is provided.	Operations and Customer Service	TJX Canada provides training to existing employees, volunteers, any third-parties who provide goods, services and facilities on behalf of TJX Canada and to all persons who participate in the development of TJX Canada's policies. TJX Canada provides training to new employees as part of the onboarding process. TJX Canada's Accessible Customer Service Policy addresses the Company's obligations with respect to training. A notification about the availability of the Policy is posted on TJX Canada's website. TJX Canada maintains records of the training provided.	Complete and ongoing

MULTI-YEAR ACCESSIBILITY PLAN

CUSTOMER SERVICE STANDARD – Cont'd

Requirement	Responsible Individual / Department	Action	Status
Feedback Process Establish a process for receiving and responding to feedback about the manner in which organization provides goods, services or facilities to persons with disabilities. Process must be accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request. Make feedback process available to the public**.** Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person. Notify persons to whom it provides goods, services or facilities that the documents are available upon request. Document actions taken in response to feedback and make this information available upon request.	Customer Service and Operations	TJX Canada has established a feedback process which is detailed in its Accessible Customer Service Policy. Employees have received training on the Policy and feedback process. A notification about the feedback process is provided on TJX Canada's website.	Complete and ongoing
Accessible Formats & Communication Supports Provide, or arrange for the provision of, information in document(s) describing policies with respect to the Customer Service Standards in an accessible format or with communication supports upon request in a timely manner that takes into account the person's accessibility needs and at no additional cost. Consult with person to determine suitability of format or support.	Customer Service and Operations	TJX Canada's Accessible Customer Service Policy addresses the Company's obligations with respect to accessible formats and communication supports. Employees have received training with respect to these obligations.	Complete and ongoing