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Integrated Accessibility Standards Policy

Information and Communications

Purpose

This policy has been established in compliance with the Company's obligations under accessibility laws, and reflects the company's commitment to treat all employees in a way that respects their dignity and independence, and to meet the needs of persons with disabilities in accessing the Company's products and services.

The provisions of this policy will be implemented in accordance with the time frames set out in accessibility regulations.

Self serve kiosks

The Company will continue to have consideration for accessibility when designing, procuring or acquiring any self-service devices to better serve customers with disabilities.

Feedback

The Company will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities, by providing, or arranging for the provision of accessible formats and communications supports, upon request.

The Company will consult with the person making the request in determining the suitability of an accessible format or communication support.

The Company will notify the public about the availability of accessible formats and communications supports.

Training

The Company will provide training on accessibility standards and disability related needs and issues under the human rights code to its employees, all those who participate in developing the company's policies, and others who provide good services or facilities on behalf of the Company.

The training will be appropriate to the duties of the person, will be done promptly and will also be provided when any changes are made to the Companies accessibility policies.

Employment

The Company will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. If an assessment or selection process for job applicants is established from time to time in the Company's hiring process, the Company will notify job applicants of accommodations that are available upon request, and will consult with the applicant and provide or arrange for accommodation that takes into account the individual's needs.

When making offers of employment the Company will notify the successful applicant of its policies for accommodating disability needs of employees.

The Company will continue to inform its employees of its job accommodation policies, and changes to those policies, as required by accessibility laws.

Upon the request of an employee with a disability, the Company will consult with the employee to provide or arrange for accessible formats and communications supports in relation to any information that an employee needs to perform their job and with respect to information that is generally available to employees.

If an employee has a disability that requires individualized workplace emergency response information, and the employee informs the Company that such information is needed, the Company will provide such an individualized emergency plan to employees with disabilities, as soon as practicable after becoming aware of the need for this.

If an employee requires assistance in any emergency, the Company will inform a designated workplace support person of the individualized emergency response plan, with the employee's consent.

The individualized workplace emergency response will be reviewed whenever there are changes in the employee's job location, the employee's accommodation needs change, or is there is a review or revision of the Company's overall emergency response procedures.