

Human Resources Policies and Procedures

SUBJECT: Accessibility and Human Rights Policy

POLICY STATEMENT

AppleOne Group of Companies (“AppleOne”) is committed to meeting the accessibility needs of people with disabilities in a timely manner, and will use reasonable efforts to provide equitable services in a way that respects a person’s dignity and independence. AppleOne is also committed to providing services and accessibility without discrimination based on the grounds set out in the Human Rights Code: race, ancestry, place of origin, colour, ethnic origin, religion, citizenship, creed, sex, sexual orientation, political belief, age, marital status, family status and disability. AppleOne commits to providing accommodation for needs related to the grounds of the *Human Rights Code*, unless doing so would cause undue hardship. AppleOne will work cooperatively, and in a spirit of respect, with all partners in the accommodation process.

PURPOSE

The purpose of the Accessibility and Accommodation policy is to identify how AppleOne will achieve and maintain accessibility by meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”), the *Accessibility Standards for Customer Service*, and the *Integrated Accessibility Standards, Ontario Regulation 191/11* (“**IASR**”). This 2014 – 2021 accessibility plan outlines the policies and actions that AppleOne Group of Companies will put in place to improve opportunities for people with disabilities. This policy also outlines AppleOne’s commitment to employee accommodation provisions as prescribed under the Human Rights Code.

APPLICATION

This policy applies to all employees of the Company. It also applies to individuals who are applying for employment with the organization. This policy applies at all stages and to all aspects of the employment relationship, including recruitment and selection, promotions and transfers, and leaves of absence. It applies to all organization locations.

ACCESSIBILITY PLAN AND POLICY PRINCIPLES

This 2014-2021 Accessibility Plan outlines policy principles and actions that the AppleOne will put in place to improve opportunities for people with disabilities.

Title: Accessibility & Human Rights Policy	Approved by: Gary Gregg, President
Revision Date: December 20, 2013	Page 1

Human Resources Policies and Procedures

DEFINITION

Disability (as defined in the Ontario Human Rights Code)

- (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; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

1. Customer Service

AppleOne is committed to providing excellent customer service to everyone, including people with disabilities. When serving customers with disabilities, reasonable efforts shall be made to provide the same level of service given to customers and service shall be provided in a manner that respects their dignity and independence. The Accessible Customer Service Policy governs how AppleOne offers services to people with disabilities. See Reference: Accessible Customer Service Standard <http://appleleaf/forms/AccessibilityStandardforCustomerService.pdf>

2. Accessible Emergency Information

AppleOne is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. AppleOne will also provide employees with disabilities with individualized emergency response information when necessary. For additional information, please refer to the "Emergency Response & Evacuation" Policy in the Health and Safety manual.

Title: Accessibility & Human Rights Policy	Approved by: Gary Gregg, President
Revision Date: December 20, 2013	Page 2

Human Resources Policies and Procedures

3. Training

Training will be provided to all individuals to whom this policy applies in accordance with the regulations set out under AODA by January 1, 2015. AppleOne will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

4. Feedback

AppleOne has processes in place for receiving and responding to feedback and will ensure these processes are provided in an accessible manner upon request.

Feedback Process

AppleOne Group of Company welcomes feedback from the public. Feedback may be provided in a manner convenient to persons with disabilities including but not limited to:

- In person
- By telephone
- In writing
- By email

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HR Manager
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Etobicoke, Ontario
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Fax: 416-622-6327
Email: valman@appleone.com

Feedback received will be reviewed and investigated by the Human Resources Manager. If requested, follow-up will be provided.

5. Accessible Formats & Communication Supports

Upon request, AppleOne will arrange for the provision of accessible formats and communication supports as required. Such accommodation measures will take into account the following:

Title: Accessibility & Human Rights Policy	Approved by: Gary Gregg, President
Revision Date: December 20, 2013	Page 3

Human Resources Policies and Procedures

- (a) The individual's accessibility needs
- (b) The Company will consult with the individual making the request to ensure suitable accommodation solutions are made.
- (c) All requests will be attended to in a timely manner
- (d) At a cost that is no more than the regular cost to other persons

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

6. Information and Communication

AppleOne is committed to meeting the communication needs of persons with disabilities in accordance with the Integrated Accessibility Standards and will notify the public about the availability of accessible formats and communication supports upon request. Accessible websites and web content controlled by AppleOne Group of Companies will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0), at Level A by January 1, 2014 and Level AA by January 1, 2021 in accordance with the schedule set out in the Integrated Accessibility Standard.

7. Employment

AppleOne is committed to fair and accessible employment practices.

AppleOne will create an accessible work environment for all employees across the employment life cycle, in accordance with the requirements and timeline set out in the Employment Standards under the Integrated Accessibility Standard by January 1, 2016. The areas of focus will include:

- (a) Recruitment, Assessment or Selection process
- (b) Informing Employees of Supports
- (c) Accessible Formats and Communication Supports for Employees
- (d) Workplace Emergency Response Information
- (e) Documented Individual Accommodation Plans
- (f) Return to Work Process
- (g) Performance Management
- (h) Career Development, Advancement and Redeployment

Such employment practices will also take into consideration existing requirements under the Ontario Human Rights Code to accommodate people with disabilities.

8. Design of Public Spaces

AppleOne will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces in accordance with the Built Environment schedule for Ontario.

Title: Accessibility & Human Rights Policy	Approved by: Gary Gregg, President
Revision Date: December 20, 2013	Page 4

Human Resources Policies and Procedures

9. Requests for Accommodation

AppleOne will review all accommodation requests. All requests for accommodation should be made to the employee's manager. Accommodation requests should, whenever possible, be made in writing. The accommodation requests should indicate

- The reason why accommodation is required; including enough information to confirm the existence of a need for accommodation; and
- The specific needs related to the Human Right Code.

Employees suffering from a workplace illness or injury, or staff members returning to work as a result of a non-work related disability, injury or illness will be provided accommodation as requested, on an as needed basis. Such accommodation will be in the form of modified work, alternate measures or adjusted working hours as appropriate. For more information, please refer to AppleOne's "Accommodation and Return to Work Procedures".

No person will be penalized for making an accommodation request.

10. Provision of Information

All accommodation documentation will be retained in a secure location within the Human Resources department. AppleOne will maintain the confidentiality and privacy of information related to an accommodation request, and will only disclose this information with the consent of the employee.

Title: Accessibility & Human Rights Policy	Approved by: Gary Gregg, President
Revision Date: December 20, 2013	Page 5