

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

INTEGRATED ACCESSIBILITY STANDARDS – AppleOne Multi Year Plan Accessibility Plan

| Section | Initiative | Description | Action | Status | Compliance Date |
|---------|---|---|---|--|-----------------|
| 3 | Establishment of Accessibility Policies | 3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. | Current Policy available on Company website | Complete | January 1, 2014 |
| 3 | | 3. (2) Large organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies. | Statement of Commitment is included in the Policy | Complete | January 1, 2014 |
| 4 | Accessibility Plans | <p>4. (1) Large organizations shall,</p> <ul style="list-style-type: none"> a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request c) review and update the accessibility plan at least once every five years. | <ul style="list-style-type: none"> a) Creation of a Multi-Year Accessibility Plan b) Post the Multi-Year Accessibility Plan on the Company website. Accessible formats are available upon request. c) The Multi-Year Accessibility Plan will be reviewed every five years. | <p>Complete</p> <p>Complete</p> <p>Ongoing</p> | January 1, 2014 |

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| 5 | Procuring or acquiring goods, services or facilities | Not applicable to AppleOne | | | |
| 6 | Self-Serve Kiosks | Not applicable to AppleOne | | | |
| 7 | Training | <p>7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>a) all employees, and volunteers;</p> <p>b) all persons who participate in developing the organization’s policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p> | <p>a) All employees of the Company, including students, are provided with training in accordance with</p> <ul style="list-style-type: none"> • Ontario Regulation 429/07 Accessibility Standards for Customer Service, including accessible customer service. • Ontario Regulation 191/11 (“IASR”) Integrated Accessibility Standards Regulation, including the Ontario Human Rights Code and the requirements of the accessibility standards. • Determine method of training for Independent Contractors | Ongoing | January 1, 2015 |
| 7 | | 7. (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis. | All employees will be provided with training with respect to any updates to the AODA legislation. | Ongoing | January 1, 2015 and ongoing |
| 7 | | 7. (5) Every designated public sector organization and every large organization shall keep a record of the | The Company will continue to maintain detailed training records for each of its workers | Ongoing | January 1, 2015 and ongoing. |

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| | | training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. | with respect to AODA training provided and received. | | |
| 11 | Feedback | 11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request | The process for receiving and responding to feedback is included within all AODA policies. posted on the Company website. The HR Manager works with all management to review and respond to all accommodation requests received. | Complete and ongoing | January 1, 2015 |
| 12 | Accessible Formats & Communication Supports | 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person’s accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. | On an as needed basis, the Company commits to this requirement. The Company commitment is outlined in the Company’s AODA policies. | Complete and ongoing | January 1, 2016 |
| | | (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. | On an as needed basis, the Company commits to working with individuals with disabilities to determine the suitability of providing accessible formats and communication supports. The Company commitment is | Complete and ongoing | January 1, 2016 |

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| | | | outlined in the Company's AODA policies. | | |
| | | (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports | The Company commitment is outlined in the Company's AODA policies which is posted on the Company's website. | Complete | January 1, 2016 |
| 13 | Emergency Procedure, Plans or Public Safety Information | 14. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request | Upon request, the Company will provide employees with individualized emergency response information in an accessible format when necessary. | Complete and ongoing | January 1, 2012 |
| | | 14 (2) Obligated organizations that prepare emergency procedures, plans or public safety information and make the information available to the public shall meet the requirements of this section by January 1, 2012 | Accessible Emergency Information is available in both the AODA Policy and Emergency Response & Evacuation Policy. | Complete | January 1, 2012 |
| 14 | Accessible Websites and Web Content | 14. (2) Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section | The Company's IT, Marketing and HR departments are reviewing all AODA website and web content to ensure that World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA standards are adhered to by the compliance deadlines between | | |

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| | | | January 1, 2012 to January 1, 2021. | | |
| | | By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A | | Complete | January 1, 2014 |
| | | By January 1, 2021, all internet websites and web content must conform to WCAG 2.0 Level AA | | Ongoing | January 1, 2021 |
| 22 | Recruitment - General | 22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes | A statement regarding available accommodation for candidates during the recruitment and selection process will be posted on the Company website | Ongoing | January 1, 2016 |
| 23 | Recruitment, Assessment or Selection Process | 23. (1) During a recruitment process, an employer shall 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 | The Company will ensure that interviewers reinforce all available accommodation measures if require | Ongoing | January 1, 2016 |
| | | (2) If a selected applicant requests an accommodation, the employer shall 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 due to disability | All interviewers will consult with HR when accommodations are received during the recruitment, assessment or selection process to ensure that proper measures are establish which meet legislative requirements | Ongoing | January 1, 2016 |
| 24. | Notice to Successful Applicants | Every employer shall, when making offers of employment, notify the successful applicant of its policies for | Offer letters will be amended to incorporate Company accommodation policies. | Ongoing | January 1, 2016 |

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| | | accommodating employees with disabilities | | | |
| 25. | Informing Employees of Supports | 25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability | Training with respect to Human Rights and the Company’s disability policy and accommodation process will be given to each staff member by January 1, 2016. | Ongoing | January 1, 2016 |
| | | (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment | After January 1, 2016, the same training mentioned above will be incorporated in the Company onboarding process. | Ongoing | January 1, 2016 |
| | | (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability. | All staff members will be trained on modifications to the Company’s disability accommodation policies and procedures | Ongoing | January 1, 2016 |
| 26 | Accessible Formats and Accommodation Supports | 26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee’s job; and (b) information that is generally available to employees in the workplace | All requirements will be adhered to as part of the Company’s Accommodation policy and procedures. | Ongoing | January 1, 2016 |

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| | | (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support. | All requirements will be adhered to as part of the Company's Accommodation policy and procedures. | Ongoing | January 1, 2016 |
| 27. | Workplace Emergency Response Information | 27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability | Accessible Emergency Information is available in both the AODA Policy and Emergency Response & Evacuation Policy Accommodation plans are created on an individual basis | Complete and ongoing | January 1, 2012 |
| | | (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee | All emergency response plans will only be provided to individuals involved in the creation of the individualized plans with the employee's consent. | Complete and ongoing | January 1, 2012 |
| | | (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability | This is adhered to as part of the Company's Individualized Emergency Response policy and procedures. | Complete | January 1, 2012 |
| | | (4) Every employer shall review the individualized workplace emergency response information, | This is adhered to as part of the Company's Emergency Response policy and procedures. | Complete | January 1, 2012 |

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| | | <p>(a) when the employee moves to a different location in the organization</p> <p>(b) when the employee’s overall accommodations needs or plans are reviewed, and</p> <p>(c) when the employer reviews its general emergency response policies</p> | | | |
| 28. | Documented Individual Accommodation Plans | 28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities | This is adhered to as part of the Company’s Individualized Accommodation policy and procedures. | Ongoing | January 1, 2016 |
| | | <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the</p> | This is adhered to as part of the Company’s Individualized Accommodation policy and procedures | Ongoing | January 1, 2016 |

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| | | <p>employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their 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.</p> <p>5. The steps taken to protect the privacy of the employee’s personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the</p> | | | |
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| | | employee’s accessibility needs due to disability. | | | |
| | | <p>(3) Individual accommodation plans shall:</p> <p>(a) if requested include any information regarding accessible formats and communications supports provided as described in section 26</p> <p>(b) if required include individualized workplace emergency response information as described in section 27</p> <p>(c) identify and other accommodation that is to be provided</p> | This is adhered to as part of the Company’s Individualized Accommodation policy and procedures | Ongoing | January 1, 2016 |
| 29 | Return to Work Process | <p>29. (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent for work due to a disability and require disability related accommodations in order to return to work; and</p> <p>(b) shall document the process</p> | Non-Occupational Return to Work policies and procedures which include the individualized accommodation and emergency response plan will be put in place | Ongoing | January 1, 2016 |
| | | <p>29. (2) The return to work process shall:</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28 as part of the process</p> | Non-Occupational Return to Work policies and procedures which include the individualized accommodation and emergency response plan will be put in place | Ongoing | January 1, 2016 |

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| 30 | Performance Management | 30. (1) An employer that uses performance management in respect of its employees shall 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 | Accommodation considerations will be incorporated into the performance management process as required | Ongoing | January 1, 2016 |
| 31 | Career Development & Advancement | 31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities | Accommodation considerations will be incorporated into the career development and advancement process as required | Ongoing | January 1, 2016 |
| 32 | Redeployment | 32. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities | Accommodation considerations will be incorporated into the redeployment process as required | Ongoing | January 1, 2016 |
| 33 | Design of Public Spaces | 80.40 (1) Obligated organizations shall meet the requirements set out in this Part in respect of the following: 1. All newly constructed service counters and fixed queuing guides. | Accommodation considerations will be incorporated into the Design of Public Spaces, Obtaining Services accessibility standards as required | Ongoing | January 1, 2017 |

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| | | <p>2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.</p> <p>(2) For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors. O. Reg. 413/12, s. 6.</p> | | | |
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