

ACCESSIBILITY POLICIES

- The original version inserted into the Human Resources Policies Manual in the Human Resources Department at the Uni-Select Head Office shall be the only version to be considered official.
- This Policy is an integral part of the Uni-Select employment contract and strict compliance with it is therefore mandatory.
- The Corporation reserves the right to amend or make changes to this Policy, as required.

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A. ACCESSIBLE CUSTOMER SERVICE POLICY

1) Objectives

The purpose of this Policy is to establish how Uni-Select Inc. (“Uni-Select” or the “Company”) will provide access to goods or services to the public and other third parties that do business with the Company (“Customers”) with disabilities in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and its Regulations.

2) Policy Statement

Uni-Select recognizes the importance of:

- Providing access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of Customers with disabilities in order to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA.

3) Application

This Policy applies to all employees, agents and contractors (collectively, for the purposes of this Accessible Customer Service Policy, “Employees”).

4) Communication

Employees will communicate with Customers with disabilities in a manner that takes into account their disabilities. Employees will consider how a Customer's disability may affect the way that he or she expresses, receives or processes communications and, where possible, they will ask the Customer how to best communicate with him or her.

5) Assistive Devices

Assistive devices that may be used by individuals with disabilities are welcome on Uni-Select's premises that are open to the public or other third parties. Uni-Select will take steps to ensure that Employees are familiar with commonly used assistive devices.

6) Service Animals

Uni-Select welcomes guide dogs or other animals that serve individuals with disabilities in those areas of its premises that are open to Customers and will permit the Customer to keep the service animal with him or her, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, Uni-Select will provide the applicable Customer with an alternative method of obtaining, using or benefitting from its goods or services.

7) Support Persons

Uni-Select welcomes persons who support individuals with disabilities to accompany them onto those parts of its premises that are open to the public or other third parties. Uni-Select will ensure that Customers who so require have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the Customer.

8) Temporary Unavailability of Access to Goods or Services for Customers with Disabilities

In the event that a facility, service or system offered by Uni-Select to Customers with disabilities becomes temporarily unavailable, in whole or in part, the Company will provide notice of the disruption, as is reasonable in the circumstances. The notices will be posted in a conspicuous location at the Company or in another reasonable location, in the circumstances and shall:

- Explain the reason for and anticipated length of the disruption; and
- Provide a description of and indicate the location of an alternative facility or service that is accessible to individuals with disabilities, if available.

9) Employee, Agent and Contractor Training

All Ontario Employees of Uni-Select and any other Employees who are involved in developing its policies, practice and procedures on the provision of goods and services will:

- Be provided with an overview of the AODA and the Customer Service Standard;
- Be trained how to interact, communicate and assist people with disabilities, and in particular, people with assistive devices, and those who require the assistance of a guide dog, service animal or support person;
- Be made aware of the policies and procedures created by Uni-Select in accordance with the Customer Service Standard; and
- Be trained how to help a person with a disability who is having difficulty accessing Uni-Select's goods or services.

This training will also be provided on an ongoing basis, as soon as practicable, whenever Uni-Select's policies change with respect to customer service accessibility for individuals with disabilities.

10) Feedback Regarding Accessible Customer Services

Uni-Select invites feedback on the way that it provides goods or services to individuals with disabilities. Those who wish to provide such feedback are encouraged to do so:

- In person at any of our location;
- By telephone: 1-844-641-6568
- In writing to:
RH Communications
170 Boulevard Industriel
Boucherville (QC), J4B 2X3
- Electronically to RHcommunicationHR@uniselect.com

Any feedback that is in the nature of a complaint will be responded to, provided the individual leaves his or her contract information.

B. ACCESSIBLE POLICY AND MULTI-YEAR ACCESSIBILITY PLAN

1) Purpose

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), all public and private sector organizations must meet the requirements of accessibility standards established by the *Integrated Accessibility Regulation* (the “Regulation”). This policy reflects the accessibility standards established by the Regulation in the areas of Customer Service, Employment, Information and Communications, Transportation and Public Spaces for Uni-Select Inc. (“Uni-Select” or the “Company”).

This policy has been drafted in accordance with the Regulation and addresses how Uni-Select strives to achieves accessibility through meeting the Regulation’s requirements.

2) Policy Statement and Organizational Commitment

Uni-Select is committed and guided by the four (4) core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the Ontario *Human Rights Code* and the AODA.

Uni-Select shall use every effort to ensure that we comply with our obligations under the Regulation in a timely manner.

3) General Provisions

a) Accessibility Policy and Multi-Year Accessibility Plan

This Accessibility Policy and Multi-Year Accessibility Plan outlines a phased-in strategy to comply with the current and future requirements of the AODA and/or the Regulation. Uni-Select will report annually on the progress and implementation of the plan, post the information on our website and will provide it in alternative formats upon request. This Accessibility Policy and Multi-Year Accessibility Plan will be reviewed at least once every five years.

b) Training

Uni-Select will ensure that training is provided to all employees, volunteers, and those that develop Uni-Select’s policies, on the requirements of the Regulation and on the *Human Rights Code* as it pertains to persons with disabilities. Training will be provided as soon as practicable. If any changes are made to this policy or the requirements, training will be provided. The Company will maintain a record of the dates when training was provided and the number of individuals to whom it was provided. The Company will also ensure that others that provide goods, services or facilities on behalf of the organization have had training.

4) Information and Communications Standard

Uni-Select will endeavor to create, provide and receive information and communications in ways that are accessible to people with disabilities.

If Uni-Select determines that it is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, the Company will, upon request, provide the person that requires the information with an explanation as to why the information or communications are unconvertible; and a summary of the unconvertible information or communications.

a) Emergency Information

If Uni-Select prepares emergency procedures, plans or public safety information and makes the information available to the public, the Company will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

b) Feedback

Uni-Select has a process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request. The Company will notify the public about the availability of accessible formats and communication supports.

Communication supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

c) Accessible Formats and Communication Supports

Uni-Select will, upon request, provide or arrange for accessible formats and communication supports for persons with disabilities:

- In a timely manner that takes into account the persons' accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to other persons;
- Consult with the person making the request and determine suitability of an accessible format or communication support; and
- Notify the public about the availability of accessible formats and communication supports.

d) Website Accessibility

After January 1, 2012, Uni-Select shall make any new internet websites and new web content on such a website conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2021 all internet website and web content backdated to 2012 will conform to WCAG 2.0 Level AA.

5) Employment Standard

The Employment Standard applies to employees and does not apply to volunteers and other non-paid individuals. The requirements of the Employment Standard will be met by Uni-Select, as further detailed in the Accessible Employment Policy.

a) Recruitment

Uni-Select will notify employees and applicants about the availability of accommodations for applicants with disabilities during the recruitment process and when job applicants are individually selected to participate in an assessment or selection process.

If a selected applicant requests an accommodation, the Company will consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, except where to do so would cause undue hardship.

When making offers of employment, Uni-Select will notify successful applicants of the Company's policies for accommodating employees with disabilities.

b) Employee Notification

Uni-Select will 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 a disability:

- As required to new employees as soon as practicable after they begin their employment; and
- 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 a disability.

c) Accessible Formats and Communication Supports

In addition, and where an employee with a disability requests it, Uni-Select will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace.

Uni-Select will consult with the employee making the request in determining the suitability of an accessible format or communication support.

d) Individual Accommodation Plan (IAP)

Uni-Select will have in place a written process for the development of a documented Individual Accommodation Plan for each employee with a disability in accordance with the following principles:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- Uni-Select may request an evaluation by outside medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
- The employee may request the participation of a representative from the workplace in the development of the accommodation plan;
- Uni-Select will take steps to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability needs;
- If requested, any information regarding accessible formats and communication supports provided; and
- Identification of any other accommodation that is to be provided.

e) Return to Work

Uni-Select will have in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes will be documented and will outline the steps that Uni-Select will take to facilitate the employee's return to work and include an individual accommodation plan.

f) Performance Management, Career Development and Advancement and Redeployment

Uni-Select will take into account the accommodation needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information; and
- Using redeployment procedures.

g) Workplace Emergency Response Information

Uni-Select 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;
- If the employee who receives individual Workplace Emergency Response Information requires assistance and with the employee's consent, Uni-Select shall provide the workplace emergency information to the person designated by Uni-Select to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability; and
- Review the individualized Workplace Emergency Response Information when the employee moves to a different location within the Ontario organization, when overall accommodation needs or plans are reviewed and when the employer reviews its general emergency response policies.

6) Public Spaces

Uni-Select shall incorporate accessibility into the Company's public spaces that are newly constructed or redeveloped on and after January 1, 2017. We will ensure that we follow the requirements stated under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment). We shall also provide, within our contractual obligations and capabilities, restoration and maintenance of Uni-Select's public spaces by ensuring our Multi-Year Accessibility Plan includes procedures for preventative and emergency maintenance of accessible elements in Uni-Select's public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.

7) Accessible Customer Service

Uni-Select remains committed to servicing all individuals, including customers with disabilities. Uni-Select has implemented an accessible customer services policy, including providing the required training to applicable employees, as set out in Uni-Select's Accessible Customer Service Policy. The Accessible Customer Service policy will be provided in a manner that considers the individual's disability, upon request.

8) Timeline for Implementation

Uni-Select has complied, or will comply, with its accessibility obligations under AODA and the Regulation in accordance with the following timeline:

General deliverables	Completed?	Legislated Date for Large Employers
Policies & Procedures		
Implement Customer Service Policy	Yes	January 1, 2012
Make Customer Service Policy available to the Public	Yes	January 1, 2012
Make Customer Service Policy available in alternative formats upon request	Yes	January 1, 2012
Implement Accessibility Policy that includes a Statement of Organizational Commitment	Yes	January 1, 2014
Post Accessibility Policy on Uni-Select's website	Yes	January 1, 2014
Make Accessibility Policy available in alternative formats upon request	Yes	January 1, 2014
Accessibility Plan - Multi Year		
Develop Accessibility Plan	Yes	January 1, 2014
Make available to the public	Yes	January 1, 2014
Make available in alternative formats upon request	Yes	January 1, 2014
Review every 5 years	Ongoing	Ongoing
Training		
Train all applicable employees and contractors in accordance with the Customer Service requirements	Yes	January 1, 2012
Train all Ontario employees & volunteers, policy developers, those providing goods or services on behalf of Uni-Select regarding IAS and <i>Human Rights Code</i> .	Yes	January 1, 2015

Information & Communications	Completed?	Legislated Date for Large Employers
Emergency Information		
Emergency Procedure Plans or Public Safety Information are inventoried and accessible upon request	Yes	January 1, 2012
Feedback		
Feedback process is in place for receiving and responding to feedback - system is in place and available in accessible formats and with communication supports upon request	Yes	January 1, 2015
Accessible formats and communication supports		
Provide or arrange for accessible formats and communication supports upon request (timely manner, at a cost that is no more than the regular cost charged to other persons)	Yes	January 1, 2016
Website Accessibility		
New Internet Website WCAG 2.0 Level AA (other than closed caption Live pre-recorded audio) (where new post-2014)	Ongoing	January 1, 2014
All internet websites and web content WCAG 2.0 Level AA	Ongoing	January 1, 2021
Review all content on website up to 2021 to ensure everything is accessible	Ongoing	January 1, 2021

Employment	Completed?	Legislated Date for Large Employers
Develop Personalised Workplace Emergency Response for staff, on consent and as necessary	Yes	January 1, 2012
Notify employees and public regarding availability of accommodation	Yes	January 1, 2016
Notify applicant of availability of accommodation upon request for assessments or selection process	Yes	January 1, 2016
Inform employees of policies regarding job accommodations	Yes	January 1, 2016
Providing accessible formats and communication supports available to perform job	Yes	January 1, 2016
Have a documented (IAP) in place	Yes	January 1, 2016
Have a Return to Work Process in place	Yes	January 1, 2016
Ensure performance management processes take into account accessibility needs	Yes	January 1, 2016
Ensure career development and advancement information takes into account accessibility needs	Yes	January 1, 2016
Ensure redeployment process takes into account accessibility needs	Yes	January 1, 2016

Public Spaces	Completed?	Legislated Date for Large Employers
Design of Public Spaces		
Incorporate accessibility regulations in accordance with any contracts relating to our premises as required by the Design of Public Spaces Standard for new developments, redevelopments, or when making major changes to existing space or service related elements	N/A	January 1, 2017
Maintain and repair public spaces within our premises	N/A	January 1, 2017
Develop procedures for preventative and emergency maintenance of accessible elements in public spaces	N/A	January 1, 2017
Develop procedures for dealing with temporary disruptions when accessible elements under public spaces not working	N/A	January 1, 2017
Incorporate accessibility regulations in designing newly constructed service counters and fixed queuing guides	N/A	January 1, 2017

C. ACCESSIBLE EMPLOYMENT POLICY

If you are a person with a disability and require reasonable accommodations to read this document, please contact a member of the Human Resources team.

1. Overview

Uni-Select is committed to removing any barriers in employment faced by team members with disabilities. As such, we provide a working environment which complies with the requirements of the Employment Standards in the *Integrated Accessibility Standards, Ontario Regulation 191/11*, and as established under the *Accessibility for Ontarians with Disabilities Act, 2005*. It is important to Uni-Select that all employees with disabilities (including potential members) find our workplace to be welcoming and supportive. To that end, we have put in place the processes listed below.

This Accessible Employment Policy applies to all Uni-Select employees and job candidates in the Province of Ontario.

2. Recruitment

Uni-Select notifies employees and the public about the availability of accommodations for job applicants who have disabilities, as follows:

- **Job postings** - The following statement is included on all job postings:
Uni-Select strives to create a stimulating and open workplace that fosters fairness, respect and diversity. We welcome and encourage applications from people from all backgrounds. Accommodations are available on request for individuals with disabilities taking part in all aspects of the selection process. Applicants must make their needs known in advance by sending an email to talent@uniselect.com.
- **Interview Requests** - The following statement is included in the notification when an applicant is notified that they have been selected for an interview:
Reasonable accommodations are available, upon request, to facilitate the equal participation of candidates with disabilities throughout the interview and selection process.
- **Candidate Testing Requests** - The following statement is included in testing requests
Reasonable accommodations are available to candidates with disabilities. If you are a person with a disability and require accommodation to facilitate your equal participation in our candidate testing (e.g., assessment materials in an accessible format), please let us know.

All new employees will be provided with a copy of this policy upon hire.

3. Accessible Formats and Communication Supports

Uni-Select will ensure that its employees who have disabilities have access to any information they need to perform their jobs and employment-related information that is generally available to all employees in the workplace, in an accessible format, upon request.

4. Documented Individual Accommodation Plan (IAP)

If an employee requires reasonable accommodation in the workplace due to a disability, Uni-Select will work with the employee to prepare an IAP outlining, among other things, any accommodation measures that will be implemented. The IAP will be provided to the employee in a format which takes into account his or her disability.

The IAP process will be kept as confidential as possible. No information will be released to other team members without the permission of the employee, except as where required for reasonable operational purposes: those who are informed will be advised on a “need to know” basis only (e.g., direct supervisor of the employee).

The IAP Process is as follows:

- Employee advises his or her Manager that he or she requires an accommodation due to a disability. The Manager is responsible for contacting the Human Resources Business Partner to engage this IAP Process.
- Employee participates in the development of the IAP with HRBP. The employee may request to HRBP the participation of one (1) representative from the workplace to participate in this process with the employee.
- Employee provides HRBP with information and documentation regarding the employee’s functional limitations and advises how Uni-Select may be able to accommodate the disability. Uni-Select will consider the employee’s proposals however, ultimately it is up to Uni-Select to determine what, if any, reasonable accommodations will be provided, based on the documentation submitted by the employee and Uni-Select’s operational needs.
- Uni-Select can, at its discretion, request an evaluation by an outside medical or other expert, at Uni-Select’s expense, to assist in assessing potential options to accommodate the employee.
- HRBP documents the accommodation requirements in the IAP, including any workplace emergency response information that may be required.
- Within two (2) weeks of finalizing the IAP, Uni-Select will provide the employee with a copy of the IAP in a format which takes into account the individual’s disability. A copy is placed in the employee’s file and a copy will be provided to the employee’s direct supervisor.
- HRBP and the Manager takes responsibility for ensuring the plan of action outlined in the IAP is in place.
- Each IAP is reviewed in January of each year or when Uni-Select receives information suggesting that the employee’s disability-related needs have changed.

If Uni-Select determines that the accommodation is not required or if Uni-Select cannot accommodate the employee without undue hardship, the employee will be provided with the reasons for this decision.

5. Workplace Emergency Response Information

Uni-Select will work with you to provide any additional reasonable accommodations that may be required in the event of an emergency and will document these measures in your IAP.

If you are a person with a temporary or permanent disability, and require assistance in the event of an emergency, please contact Human Resources Business Partner so that Uni-Select can provide you with a personalized workplace emergency response plan, with your input and consent.

Uni-Select will review and update, if necessary, the response plan when:

- a. you change locations;
- b. your overall accommodation needs and/or accommodation plan are reviewed; and
- c. when Uni-Select’s general emergency policies are reviewed.

If you require assistance in emergency situations, Uni-Select will provide your personalized workplace emergency response plan to a designated person(s), with your consent and in a way that respects your privacy.

6. Return to Work Process

After an employee has been absent from work due to a disability, Uni-Select works with the relevant parties to successfully re-integrate the employee back to work. The Return to Work process is documented in the IAP, in the annexed document, and may include the following:

- A Gradual Return to Work schedule
- Ergonomic assessments (e.g., chair, desk, computer, etc.)
- The purchase of items to support the individual (e.g., keyboard, mouse, etc.)
- Restrictions (e.g., no heavy lifting, etc.)
- Time off to attend doctor or specialist appointments
- Other accommodations, as specified by the doctor (e.g., exercising at desk, etc.)

7. Performance Management, Career Development and Redevelopment

Uni-Select strives to ensure that individuals with disabilities have the same access to career development and training opportunities as all other employees, and will provide reasonable accommodation where applicable. Uni-Select will consider the needs of employees with disabilities during any performance management process and when an employee is moved to a new position or is promoted.

Where an employee with a disability is redeployed, Uni-Select will work with that individual to ensure they are trained and accommodated, as is reasonable in the circumstances.

8. For Further Information

For further information, please contact your Human Resources Business Partner.