



ACCESSIBILITY STANDARD FOR ONTARIANS WITH DISABILITIES POLICY

(DECEMBER 2012)



oxygen tanks; or

computers and adaptive technology.

The Company will ensure that the Company's premises are reasonably adapted to allow persons with



FEEDBACK AND COMPLAINTS

The Company will set up a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities.

If a person with a disability has concerns or feedback regarding the services provided by the Company, he/she should bring such feedback forward, in person, by telephone, in writing or via e-mail to the following individuals:

- his/her direct contact with the Company or the contact's supervisor;

- the Company's General Counsel or Legal Counsel; or

- the Company's HR department.

Contact information will be made available on the Company's website.

The Company's General Counsel should be promptly advised of all feedback communication that is received and then meet with all employees involved in order to prepare a response and/or to set a course of action.

The response must be given within a reasonable time. When communicating the response, one shall ensure that the person's disability is taken into account.

TRAINING FOR EMPLOYEES



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