



Accessibility Policy

Scope

This policy will cover Accessible Customer Service, Integrated Accessibility Standards, and Individual Accommodation Policy, to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR)* set forth under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. This Accessibility Policy applies to all Company employees and job candidates in the Province of Ontario.

Our policy strives to follow the principles of dignity, independence, integration, and equal opportunity.

Accessible Customer Service

In accordance with the Accessibility for Ontarians with Disabilities Act (2005), Apex Graphics Inc. ("Apex") is committed to excellence in serving all customers including people with disabilities. Goods and services will be provided in a manner that respects the dignity and independence of all customers. All customers will be given an equal opportunity as given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Apex.

Customers could be considered: guests of an establishment, members of a club/group, participants in a program, vendors of a company, students of a school or clients of a business.

Assistive Devices

Apex will continue its commitment to service people with disabilities who use an assistive device to obtain, use or benefit from the Company's goods and/or services.

Assistive devices can include laptops, pocket recorders, digital audio players, hearing aids, and teletypewriter (TTY) for people unable to speak or hear by phone. Other assistive devices include scooters, walkers or crutches, magnifiers, white canes, communication boards (which use symbols, words or pictures to create messages) and speech generating devices.

Apex employees will be required to use reasonable efforts to allow people with disabilities to use their own assistive devices to access goods and/or services. All staff will be made aware of the various assistive devices that may be used by customers with disabilities while accessing the Company's goods and/or services.

Service Animals

Apex will continue to welcome people with disabilities and their services animals.

A service animal is any animal that has been trained to do work or perform tasks for the benefit of a person with a disability. The work or service performed by the animal must be directly related to the handler's disability.



Apex employees shall allow people with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by the law. When a service animal is unruly or disruptive, an employee may ask the person with the disability to remove the animal from the area. In this event, other reasonable arrangements to provide goods or services will be explored with assistance from the person with the disability.

Support Persons

Apex will continue to welcome people with disabilities who are accompanied by a support person. A support person is an individual who accompanies a person with a disability to help with communication, mobility, personal care or medical needs to access goods or services.

Notice of Temporary Service Disruption

Where reasonable, a notice will be placed on Apex's phone system and/or a sign will be put up at the Company's main entrance in the event of a planned or unexpected disruption to services for our customers with disabilities. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

Staff Training

Apex will provide training to all Ontario staff who deals with the public, customers or other third parties on their behalf. All Apex employees are required to review the Accessible Customer Service Training documents and resources on the company intranet.

Training includes:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard.
- Apex's plan related to the Customer Service Standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing our goods and services.

Feedback Process

Customers will have the opportunity to provide feedback regarding Apex's services to people with disabilities. All feedback will be directed to the Human Resources (HR) team and customers can expect to hear back within 30 days.

*All Apex staff will be notified of any changes to the Company's customer service policy. *

Integrated Accessibility Standards

Apex recognizes the need to identify and remove barriers faced by people with disabilities. Apex is committed to meeting the needs of people with disabilities in a timely manner through compliance with the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.



Accessibility Plan

Apex has established a multi-year accessibility plan that outlines our strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standard. Apex will review and update the accessibility plan at least once every five years. The accessibility plan is posted on the corporate website and will also be available in an accessible format upon request.

Training

Apex will ensure that training is provided to:

- (a) all employees, and volunteers;
- (b) all persons who participate in developing our policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the company.

The training will consist of: (a) training on the requirements under the Integrated Accessibility Standard, and (b) training on the parts of the Ontario *Human Rights Code* that pertain to people with disabilities. The training will be appropriate to the duties of the person being trained and will be provided as soon as practicable. A record will be kept of the dates of the training and the number of individuals trained.

Apex will provide training on an ongoing basis when changes are made to our Integrated Accessibility Standard policies.

Information and Communication Standards

Feedback Process

In order to make the feedback processes more accessible to people with disabilities Apex will provide accessible formats and communication supports upon request. All feedback will be directed to the Human Resources team and customers can expect to hear back within 30 days.

Accessibility Formats and Communication Supports

Apex strives to provide information about our services in formats that are accessible to our customers and employees. Apex will provide accessible formats and communication supports as required under the Integrated Accessibility Standard at no additional cost. When an accessible format or communication support is requested, the company will make the necessary arrangements in a timely manner that takes into account the person's accessibility needs due to disability.

Accessible Emergency Information

Currently, Apex does not prepare emergency procedures, plans or safety information that are available to the public. If the Company prepares public emergency information at a future date, we will ensure that it is provided to a person with a disability in an accessible format upon request.

Web Accessibility

Apex recognizes the importance of website accessibility. Unless it is not practicable, the Company will incorporate the web accessibility features from the World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG") in accordance with the Integrated Accessibility Standard.



Employment Standards

Recruitment

Apex understands the importance of accessibility during recruitment. HR will notify current employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process.

Job applicants that are selected to move forward in the recruitment process will be notified that accommodations are available upon request in relation to the materials and processes involved. If an accommodation is requested, HR will consult with the applicant when determining a suitable accommodation.

Apex will notify successful job applicants about our policies related to the accommodation of employees with disabilities when making an offer of employment.

Notification of Policies

Apex will inform our employees of all Company policies that support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after they begin their employment. Employees will be provided with updated information whenever there is a change to policies pertaining to the provision of job accommodations for employees with disabilities

Individualized Workplace Emergency Response Information

Individualized workplace emergency response information will be prepared for employees with disabilities where the disability is such that the individualized information is necessary, and the Company is aware of the need for accommodation due to the employee's disability.

Individualized workplace emergency response information will be prepared as soon as practicable after the Company becomes aware of the need for accommodation due to the employee's disability. With the employee's consent, a person will be designated to provide assistance where necessary.

An employee's individualized workplace emergency response plan will be reviewed:

- (a) when the employee moves to a different location;
- (b) when there is a material change in job function or duties;
- (c) when the employee's overall accommodations needs or plans are reviewed; and
- (d) when our general emergency response policies are reviewed

Return to Work Program

We have put in place a documented return to work process for employees with disabilities who are returning to work and require disability-related accommodation. The return-to-work process outlines the steps the Company will take to facilitate the return to work of employees who were absent from work due to disability. It also incorporates the individualized accommodation plan in the process (*Refer to Health & Safety Policy- Return to Work Program.*)

Performance Management and Career Development

The Company will take into account the accessibility needs of employees with disabilities, including individualized accommodation plans, during performance management and career development.



Individual Accommodation Policy

Apex will make appropriate efforts to accommodate employees with disabilities and other human rights protected needs. Employees with disabilities will be provided with an individualized accommodation plan ("IAP"). HR will put in place a written process for the development of documented individual accommodation plans for employees with disabilities. A copy of the IAP will be provided to employees when finalized.

When providing an accommodation, Apex will develop and implement IAPs. An individual accommodation plan may include graduated hours, modified duties, modified hours, or assignment to another position (if available). IAPs may be short-term or long-term.

Assessment and Medical Information

The Company may request that the employee undergo an independent medical exam in some circumstances. This will occur when the Company requires more information regarding the accommodation needs, including but not limited to, the extent of the restrictions or limitations and the expected duration of the accommodation need.

HR will consult with the employee to discuss the employee's accommodation needs and accommodation options. However, should an accommodation option proposed by the employee be rejected, HR will provide the employee with the reasons for the denial.

Privacy and Confidentiality

The Company will take steps to protect the privacy of the employee's personal information to the extent possible. Documentation related to the accommodation process will be stored in the employees personnel file and access will be limited to members of the HR department and senior management involved in the accommodation process.

Accessible Formats and Communications

The individual accommodation plan will include any information regarding accessible formats and communication supports provided to the employee (if applicable), and any other accommodation that is to be provided. The individual accommodation plan will be provided in an accessible format upon request.