

Resource Label Group, Canada - AODA Policy

Statement of Commitment

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) is to create a more accessible Ontario by identifying and, to the extent possible, preventing and eliminating barriers experienced by persons with disabilities. There are five standards set out under the AODA, all of which will be implemented by the year 2025. These standards include: customer service, transportation, information and communications, built environment and employment (collectively the “Integrated Accessibility Standards” or “IAS”).

Resource Label Group (the, “Company”) understands and will comply with its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and its standards. Resource Label Group is committed to excellence in serving all customers, visitors, and employees including people with disabilities.

Disability means:

- 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 coordination, 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 developmental disability;
- c) A learning disability, or 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.

CUSTOMER SERVICE STANDARD

Resource Label Group is committed to providing an equal opportunity to all of our customers. Our accessible customer service policies will be consistent with the principles of *independence, dignity, integration* and *equality of opportunity* for people with disabilities.

A) Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers/visitors on how to interact and communicate with people with various types of disabilities.

B) Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers/visitors by e-mail, in print, or other formats if telephone communication is not suitable to their communication needs or is not available.

C) Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. If there is a physical,

technological or other type of barrier that prevents the use of an assistive device on our premises, we will make best efforts to remove that barrier. If we are not able to remove the barrier, we will make our best effort to provide the individual with alternative means of assistance.

D) Support Persons and Service animals:

We welcome people with disabilities and their support persons or service animals in areas of our premises that are not restricted. Customer/visitors and the Support persons and/or Service animals must be escorted by Resource Label Group personnel while in the facility.

Notice of Temporary Disruption: In the event of a planned or unexpected disruption to services or facilities for customers/visitors with disabilities, Resource Label Group will notify customers/visitors promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be made publicly available at the Main Entrance of the facility.

Training and Development: Resource Label Group will provide training of Accessible Customer Service, Integrated Accessibility Standards (Ontario Regulation 191/11), Employment Standards and review of Resource Label Group's AODA Policy to:

- all employees
- anyone involved in developing our policies
- anyone who provides goods and services to customers/visitors on our behalf

Employees will be trained on the AODA Policy during their orientation within the first two weeks of employment. Employees will also be trained when changes or new developments are made to the policy.

Feedback Process: Resource Label Group welcomes feedback on how we provide accessible customer service. Customer/visitor feedback will help us identify barriers and respond to concerns.

Customers/visitors who wish to provide feedback on the way Resource Label Group provides goods or services to people with disabilities can provide it in the following way(s):

- Verbally, at the front Reception desk,
- By telephone at 647-556-2762
- Written, addressed to:
HR Department
Resource Label Group
999 Progress Avenue
Scarborough ON, M1B 6J1

All feedback, including complaints, will be directed to the HR Department. Customers/visitors can expect a response within 21 business days.

Resource Label Group will make sure its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents: Resource Label Group will notify the public that documents related to AODA Policy are available upon request by posting a notice in the following location(s)/way(s):

- Front Reception desk,
- Resource Label Group's web site

Resource Label Group will provide these documents in an accessible format or with communication support, on request.

INFORMATION AND COMMUNICATIONS STANDARDS

Resource Label Group will create, provide and receive information and communications in a way that is accessible for persons with disabilities.

Communication: When communicating with a person with a disability, Resource Label Group employees and third party contractors shall do so in a manner that takes into account the person's disability and maintains their dignity and respect.

Terminology: When referring to people with disabilities, Resource Label Group employees and third-party contractors shall use terminology that maintains a respectful and inclusive environment.

Accessible Websites and Web Content: Internet websites and web content controlled directly by Resource Label Group or through a contractual relationship that allows for modification of the product, shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, (except where this is impracticable), as outlined by the Integrated Accessibility Standards (IAS).

EMPLOYMENT STANDARDS

Resource Label Group aims to provide fair and accessible employment practices to all its prospective and current employees. Thus, Resource Label Group is committed to working towards meeting the legislative requirements as it relates to preventing and removing barriers to accessibility in the workplace and providing everyone, including employees and representatives with disabilities access to the same opportunities.

Resource Label Group will meet accessibility requirements by taking the following steps:

Recruitment: Resource Label Group shall post information about the availability of accommodations for applicants with disabilities in its recruitment process (job postings, job fairs, etc.). Job applicants selected for an interview and/or testing shall be notified that accommodations for material to be used in this process may be available, upon request. Resource Label Group shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about Resource Label Group's policy for accommodating employees with disabilities as part of their offer of employment provided that the job requirements can be achieved with the accommodations made, and that the safety of the employee with the disability is not compromised.

Employee Support: As required, Resource Label Group will implement policies to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Resource Label Group will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a new policy implemented or change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employee: Upon an employee's request, Resource Label Group shall consult with the employee to determine suitability, provide or arrange for the provision of accessible formats and communication support for information that is needed to perform the employee's job and for information that is generally available to employees in the workplace.

Workplace Emergency Response Information: If an employee's disability is such that accommodation is required through the workplace Evacuation Plan, and Resource Label Group is aware of the need for accommodation, this information shall be provided to the employee, and with the employee's consent, to the person designated to provide assistance. The information shall undergo review when;

- the employee moves to a different department or location
- the employee's overall accommodation needs, or plans are reviewed
- Management changes the Evacuation Plan, or
- during an evacuation drill it was noted that the current procedures were not sufficient

Documented Individual Accommodation Plans: A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities, if requested. These plans shall include information regarding accessible formats and communication support. If requested, the plans shall include individualized workplace emergency response information.

Performance Management, Career Development and Advancement and Redeployment : We will take into account the accessibility needs and individual accommodation plans of employees with disabilities in performance management processes, when providing career development and advancement opportunities, and when considering redeployment.

Return to Work Process: Resource Label Group has in place a documented Return to Work process for employees returning to work due to disability and requiring disability-related accommodations. This Return-to-Work process outlines the steps that Resource Label Group shall take to facilitate the return to work and will include the following steps:

- Developing a written plan that outlines the steps required to help facilitate the return to work;
- Ensuring that any return-to-work plan takes into consideration an individual accommodation plan, where one exists; and
- Performance Management, Career Development and Redeployment

Resource Label Group shall consider the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

Other: A copy of this Policy will be available to all employees on *SharePoint* under the *Quality Management System*. Review of this Policy and Training will be conducted with employees within first two weeks of hire and will be updated as required to promote and respect the principles of dignity, independence, integration, and equal opportunity for people with disabilities.