

	<p style="text-align: center;">Sector: All</p> 
<p style="text-align: center;">Subject: Accessibility for Ontarians with Disabilities Act (<i>Customer Service and the Integrated Standards</i>) Policy</p>	<p style="text-align: center;">Department: People & Culture</p>
<p style="text-align: center;">Approved By: People & Culture</p>	<p style="text-align: center;">Original Date: December 05, 2009 Policy Reviewed: August 2021</p>

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Policy/Procedure:

The purpose of this policy is to outline the requirements developed under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), specifically [Ontario Regulation 429/07, Customer Service Standard](#) and [Ontario Regulation 191/11, the Integrated Accessibility Standards \(IASR\)](#). This policy will provide the framework for compliance with the requirements.

Individuals Covered by The Policy:

This policy shall apply to every person who deals with members of the public or other third parties on behalf of Compass Group Canada, whether the person does so as an associate, agent, volunteer or otherwise.

Management Responsibilities:

It is the responsibility of managers and supervisors to ensure that all associates conduct themselves in an appropriate manner and abide by the Company's policies, procedures and practices. Additionally, managers and supervisors have the responsibility to maintain a professional work environment, and to ensure that it is conducive to, and encourages, appropriate associate behaviors and conduct.

Associate Responsibilities:

It is the responsibility of all associates to always conduct themselves in an appropriate manner and abide by all the Company policies, procedures and practices.

Responsibility for Administration:

All levels of Management are responsible for the effective administration/application and management of the policy.

Compass Group Canada Statement:

Compass Group Canada is committed to implementing, maintaining and enhancing accessibility with respect to employment, and the use of all goods and services, for all persons with disabilities, in a timely manner.

Compass Group Canada shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- a) Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- b) Persons with disabilities will be given equal opportunity in the employment cycle and to obtain, use and benefit from goods and services.

Definitions:

- **Accessibility Coordinator (Diversity and Inclusion Specialist)** - The person appointed by Compass Group Canada to coordinate AODA compliance.
- **Assistive Devices** - Any auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

- **Disability** – The definition of disability under the AODA is the same as the definition of disability in the Ontario Human Rights Code. Under the Act, disability refers to:
 - 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 physical 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,
 - a condition of mental impairment or a developmental disability,
 - a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - a mental disorder, or
 - an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- **Integrated Accessibility Standard Regulation (IASR)** - The IASR is a combination of three standards: [information and communications](#), [employment](#), and [transportation](#), in addition to 'General' requirements.
- **Service Animals** - Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- **Support Persons** - Any person whether a paid professional, volunteer, family member or friend that accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.
- **Accessible Formats** – Providing information in a way that considers the preferred and most effective method of communication for a person with a disability including large print and Braille.
- **Communication Supports** – Other supports that facilitate effective communication including captioning, assistive listening devices and American Sign Language.

Customer Feedback:

Feedback from our customers provides Compass Group Canada with opportunities to learn and improve. Compass Group Canada recognizes the right of our customers to make a complaint, compliment or suggest ways to improve our services.

To ensure that the delivery of goods and services to persons with disabilities is provided in an effective and timely manner, customers are invited to provide their feedback in any preferred format including in person, by telephone, e-mail, or in writing, addressed to:

Accessibility Coordinator / Diversity and Inclusion Specialist

E-mail: diversity@compass-canada.com

1 Prologis Blvd., Suite 400

Mississauga, ON L6W 0G2

Phone: 905-568-4636 or 1-800-465-2203 Ext 7582

The Accessibility Coordinator will respond either in writing, in person, e-mail and/or by telephone, based on the format requested. They will acknowledge receipt and outline any actions that will be taken in response to the feedback.

Training Requirements:

Every person who participates in the development of the policy, practices and procedures or who deals with the public on behalf of Compass Group Canada must complete training in relation to the Ontario Regulation 429/07, Customer Service Standard and the Ontario Regulation 191/11, the Integrated Accessibility Standards Regulation (IASR).

Training Plan – New Salaried Associates:

All salaried associates upon hire are required to review the AODA Customer Service and IASR Policy and Procedure and complete the online training modules on the Customer Service Standard and the Integrated Accessibility Standards Regulation (IASR). The modules must be completed within two weeks of hire.

The Customer Service Standard training includes information on the following:

- Significance of the disabled population in Ontario
- Definition of Disability
- Description of the AODA and its objectives
- The AODA Standards and key dates
- Types of barriers to persons with disabilities
- A detailed explanation of the Customer Service Standard and its requirements including details on the:
 - Inclusion of service animals
 - Inclusion of support persons
 - Notice of temporary disruption of services
 - Accessible feedback process
 - Availability of alternate formats
- TALK to me approach for interacting with persons with disabilities
- The types of disabilities and definitions including vision loss, hearing loss, physical, mental, intellectual and learning disabilities
- Detailed tips on the best way to interact with persons with each type of disability
- Information and examples of how to assist persons with disabilities
- Understanding and accommodating assistive devices

The Integrated Accessibility Standards Regulation (IASR) training includes information on the following:

- Significance of the disabled population in Ontario
- Definition of Disability
- Description of the AODA and its objectives
- The AODA Standards and key dates including an overview of the Customer Service Standard
- The IASR and key compliance dates
- The AODA and the Human Rights Code including similarities and differences
- Accommodation and undue hardship defined
- The duty to accommodate and the responsibilities of the employer and Associate
- Key components of the IASR:
 - Emergency response accommodation
 - The accessible feedback process
 - Providing accessible formats and communication supports
 - The accessible employment process at all stages

Training Plan – New Hourly Associates:

All hourly associates upon hire are required to review the AODA Customer Service and IASR Policy and Procedure and read the Customer Service and IASR handouts in the new hire package. The handouts contain the information identified above. This must be completed within two weeks of hire.

Contractors:

Anyone hired to provide services on behalf of Compass Group Canada is requested to confirm that they have completed training on the Customer Service Standard and the IASR and provide an outline of the content. If this cannot be confirmed, they are required to review the Customer Service and IASR handouts within two weeks of hire.

Ongoing Training:

Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities. At least two times throughout the year, associates are required to participate in a CHAT in-person training session highlighting the AODA and key requirements. It provides an opportunity to identify any new requirements/changes and reinforce the information provided in the training upon hire. It is distributed to all units in a CHAT package that provides managers with the information to present in-person when practicable. Managers are required to submit a sign-off sheet indicating that all associates have completed the CHAT.

Tracking:

Online completion for salaried associates is tracked monthly. If needed, any outstanding receive a follow-up email and a reminder to complete the module(s) within five business days. Hourly associates are required to sign-off that they have reviewed the AODA handouts. All associates are required to sign-off that they have reviewed the Customer Service and IASR Policy and Procedure and are aware of the training requirements. The sign-off statement is a part of the New Hire package. Contractors are also required to sign-off that they have reviewed the AODA material as part of their contract or provide adequate proof of completing similar training.

Ontario Regulation 429/07 – Customer Service Standard:

Use of Assistive Devices

A person with a disability is permitted to enter the premises with the device and to utilize the device, unless excluded by law. Where excluded by law, an explanation must be provided, and other arrangements explored in order to provide service.

Communication

When communicating with persons with disabilities, all associates shall do so in a manner that considers the person's disability (*see the 'Information and Communications Standard' below for further details*).

Service Animals and Support Persons

- a) Compass Group Canada associates shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- b) Compass Group Canada associates shall allow persons with disabilities to be accompanied by their guide dogs or service animals unless the animal is excluded by law.

- c) Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to persons with disabilities, and other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with disability.
- d) When a service animal is unruly or disruptive (*jumping on people, biting, or other harmful behaviour*) an associate may ask the person with disability to remove the animal from the area or refuse access to goods or services. In this event, other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with disability.
- e) Persons with disabilities may be accompanied by their support persons while accessing goods and/or services.
- f) In the event that admission fees are charged for an event, advance notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

Service Disruption – Notice

- a) It is possible that from time to time there will be disruptions in service (*e.g., an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable*).
- b) In the event that a disruption in service is planned, and expected, notice of the disruption will be provided, including the reason for the disruption, its anticipated duration and a description of any alternatives available.
- c) In the event of an unexpected disruption in service, notice may be provided in a variety of ways, and will be done as quickly as possible. Notice may be provided on the website, over the phone, via e-mail and/or in writing.
- d) In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.
- e) [Sample Notice & Blank Notice Posted on Navigator](#)

Ontario Regulation 191/11 – Integrated Accessibility Standards:

Accessibility Plan

A 2014-21 Accessibility Plan is posted on Navigator and available on the [external website](#). It outlines the actions that Compass Group Canada has put in place and will put in place to eliminate barriers for persons with disabilities and meet the requirements of the regulation.

Accessible Emergency Information

Upon request, Compass Group Canada is committed to providing customers and clients with publicly available emergency information in an accessible way. We will also provide associates with disabilities with individualized emergency response information as required.

Kiosks

Compass Group Canada will consider the needs of persons with disabilities when procuring or acquiring self-service kiosks (e.g. vending machines). Specs outlining accessibility criteria are required as part of the procurement process.

Information and Communications Standard:

Compass Group Canada is committed to meeting the communication needs of persons with disabilities. It will consult with persons with disabilities to determine their information and communications needs. This will be done in a timely manner and at a cost that is no more than the regular cost charged to other persons if applicable.

Compass Group Canada will offer a variety of accessible formats (alternatives to standard print) and communication supports (methods to assist communication).

Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats used by persons with disabilities. Communication supports include but are not limited to, captioning, alternative and augmentative supports such as the use of letter, word or picture boards, sign language, and other supports that facilitate effective communications. See Appendix One for ways to make information accessible.

Associates will also follow accessible design criteria when creating new information where possible. See Appendix Two for guidelines to create accessible information.

Compass Group Canada has implemented an [AODA Website Development Policy and Procedure](#) to ensure that all new websites and any significant refresh of existing websites conform with [WCAG 2.0, Level A or Level AA](#). By January 1, 2021, Compass Group Canada will ensure that all websites and content conform with [WCAG 2.0, Level AA](#).

Employment Standards:

Compass Group Canada has processes and procedures in place to ensure accommodation for persons with disabilities in the workplace.

As per the Standards, current practices and other relevant legislation, including the Human Rights Code, Compass Group Canada:

- a) Notifies associates and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
- b) Notifies 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.
- c) Consults with the applicant and provides or arranges for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- d) Notifies the successful applicant of the policies for accommodating associates with disabilities.
- e) Informs its associates of its policies used to support people with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an associate's accessibility needs due to disability.
- f) Provides the information required under this section to new associates after they begin their employment.
- g) Provides updated information to associates whenever there is a change to existing policies on the provision of job accommodations that take into account an associate's accessibility needs due to disability.

For more information on Employment and AODA including accommodation solutions visit the [AODA Employment Guide posted on Navigator](#).

Accessible Formats and Communication Supports for Associates:

Where an associate with a disability request's it, Compass Group Canada will consult with the associate to provide or arrange for the provision of accessible formats and communication supports for:

- a) Information that is needed in order to perform the associate's job; and
- b) Information that is generally available to associates in the workplace.

For more details on accessible formats and communication supports, see the 'Information and Communications Standard' section above.

Documented Individual Accommodation Plans:

Compass Group Canada's written process for the development of documented individual accommodation plans for associates with disabilities, includes:

- a) The manner in which an associate requesting accommodation can participate in the development of the individual accommodation plan.
- b) The means by which the associate is assessed on an individual basis.
- c) The manner in which Compass Group Canada can request an evaluation by an outside medical or other expert, to determine if accommodation can be achieved and, if so, how accommodation can be achieved.
- d) The manner in which the Associate can request the participation of a representative from their bargaining agent, where the Associate is represented by a bargaining agent, or other representative from the workplace, where the Associate is not represented by a bargaining agent, in the development of the accommodation plan.
- e) The steps taken to protect the privacy of the associate's personal information.
- f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- g) The method by which we provide reasons for any individual accommodation plan being denied.
- h) The means of providing the individual accommodation plan in a format that considers the associate's accessibility needs due to disability.

Individual accommodation plans will include any information regarding accessible formats and communications supports. It will also include individualized workplace emergency response information and will identify any other accommodation that is to be provided. For more information on accommodation in the workplace review the [Duty to Accommodate Policy](#) and Accommodation Request Form.

Return to Work Process:

Compass Group Canada's return to work process is further outlined in the [Health and Safety Management System Manual available on Navigator](#), Section 9. The return to work process is available for associates who:

- Have been absent from work due to a disability.
- Require disability-related accommodations in order to return to work.

Performance Management:

Compass Group Canada will use a performance management process that considers the accessibility needs for associates with disabilities. Information on the accommodation needs will be included in individual accommodation plans.

Career Development and Advancement:

Compass Group Canada will provide career development and advancement to its associates that considers the accessibility needs for associates with disabilities. Information on the accommodation needs will be included in individual accommodation plans.

Redeployment:

Compass Group Canada will ensure that redeployment considers the accessibility needs for its associates with disabilities. Information on the accommodation needs will be included in individual accommodation plans.

Materials/Documentation Available Upon Request:

Compass Group Canada shall supply a copy of the policies, practices and procedures required under the Ontario Regulation 429/07, Customer Service Standard and the Ontario Regulation 191/11, the Integrated Accessibility Standards, to any person in alternate formats as requested.

Compliance Reporting and Reviews:

The AODA allows for the enforcement of the regulations through inspections, compliance orders and administrative penalties.

- **How Will the Government Be Enforcing the AODA and Its Standards?**

The accessibility reports that are required to be submitted to the government will be the primary tool for monitoring enforcement of the AODA.

- **What is an Offence Under The AODA?**

Among other things, a person is guilty of an offence who:

- provides false or misleading information in an accessibility report or otherwise provides a director with false or misleading information;
- fails to comply with any order made by a director or the Tribunal under the AODA;
- obstructs an inspector carrying out an inspection under a warrant, or intimidates, coerces; or
- penalizes or discriminates against someone who is seeking to enforce the AODA or a director's order.

- **What Is the Maximum Penalty for Non-Compliance?**

- Certain actions or inaction (such as failure to comply with a director's order) constitute an offence under the AODA.
- If a person is found guilty of an offence, a fine of up to \$50,000 per day may be levied for each day or part of a day that the offence occurs or continues to occur.
- A corporation may be liable for a fine of up to \$100,000 per day for each day or part of a day that the offence occurs or continues to occur.

For More Information:

To review the Accessibility for Ontarians with Disabilities Act, visit:

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>

Appendix One

Ways to Make Information Accessible

(copied from the Information and Communications Standard, Making Information Accessible to People with Disabilities, AccessOn Resource, Province of Ontario)

Existing Format	Ways to make it Accessible
Printed or electronic document	<ul style="list-style-type: none"> • Read the document out loud or explain it. • Make a large print version. • Create a structured electronic file – a file using preset headings, styles and lists – so people can read it with their assistive devices, like screen readers.
Technical or complicated information	<ul style="list-style-type: none"> • Use common words instead of jargon. • Break text into shorter sentences and paragraphs. • Use graphics to add meaning.
Graphic	<ul style="list-style-type: none"> • Include a written or verbal description.
Sign	<ul style="list-style-type: none"> • Use larger text, simple pictograms, strong colour contrast, and/or tactile elements.
Verbal or audio	<ul style="list-style-type: none"> • Make it visual – write it on a piece of paper, put it in an email or on a digital screen.
Video	<ul style="list-style-type: none"> • Add subtitles and/or video descriptions. • Provide a transcript. • Consider an in-person presentation or conversation.
Telephone	<ul style="list-style-type: none"> • Use text-based technology such as email, texting or instant messaging. • Use technologies designed for the hard of hearing like a teletypewriter (TTY) or a telephone relay service.
Presentation	<ul style="list-style-type: none"> • Provide a copy of your presentation materials. (eg. PowerPoint slides or transcript) • Hire a sign interpreter. • Use a microphone.

Browser:	How To Change Text Size:	How To Magnify Screen/Zoom:
Internet Explorer 8, 9 and 10	<ol style="list-style-type: none"> 1. Open the Page menu. Use your mouse or press Alt and P on your keyboard. 2. Select the Text Size tab. Use your mouse or press Alt and X on your keyboard. 3. Choose your preferred text size (largest to smallest). 4. Click with your mouse or use the arrow keys and press Enter on your keyboard. 	<ul style="list-style-type: none"> • Using your mouse: Open the Page menu, select the zoom tab, click zoom level required with your mouse. • Using your keyboard: Zoom in: on your keyboard, press Ctrl and + (plus sign) at the same time. Zoom out: on your keyboard, press Ctrl and – (minus sign) at the same time.
Mozilla Firefox	<ul style="list-style-type: none"> • Using your mouse: open the View menu, choose Zoom and select Zoom Text Only. Once selected, open the View menu, choose Zoom and select Zoom In or Zoom Out as required. • Using your keyboard: press Control and F2 and navigate through the menu using your arrow keys to select View, press Return. Navigate using your arrow keys to Zoom, press Return. Navigate using your arrow keys to Zoom Text Only and press return to select. Once Zoom Text Only is selected press Command and + to zoom text in, Command and - to zoom text out. Press Command and 0 to return to standard zoom. 	<ul style="list-style-type: none"> • Using your mouse: open the View menu, choose Zoom and select Zoom In or Zoom Out as required. • Using your keyboard: press Command and + to zoom in, Command and - to zoom out. Press Command and 0 to return to standard zoom.
Apple Safari	<ul style="list-style-type: none"> • Using your mouse: open the View menu. Select Make Text Bigger or Make Text Smaller (or Make Text Normal Sized) as required. • Using your keyboard: press Command and + to Make Text Bigger, Command and - to Make Text Smaller. press Command and 0 to return to Make Text Normal Sized. 	<ul style="list-style-type: none"> • Using your keyboard: Zoom in: on your keyboard, press Ctrl and + (plus sign) at the same time. Zoom out: on your keyboard, press Ctrl and – (minus sign) at the same time.

Appendix Two

Design Guidelines for Accessibility

(copied from the Information and Communications Standard, Making Information Accessible to People with Disabilities, AccessOn Resource, Province of Ontario).

The following design guidelines, used in conjunction with the Compass Global Visual Identify Manual where applicable, will help to create more accessible information. The guidelines should be applied to all forms of information and communication, including:

- Brochures and catalogues
- Reports
- Memos
- Menu
- Signs
- Posters
- Surveys or comment cards
- Websites
- Email
- Meetings
- Presentations
- Announcements

Where possible apply the following criteria when creating information and communication:

a) **Fonts**

- Use Sans serif fonts like Arial which are easier to read than serif fonts like Garamond or decorative ones like Script.
- Don't use **ALL CAPS**. Mixing upper and lower case gives words shape, which makes them easier to recognize and read.
- Go big. Make font sizes 12 points or larger.
- Use bold instead of underlines or italics (as they can be hard to read).

b) **Layout**

- Chunk information into bulleted or numbered lists.
- Write clearly and use short sentences. Align text with the left margin. Don't justify text as the extra space between words makes it harder to read.
- Use wide margins and leave space between lines – ideally 25-30% of the point size. Closely spaced text is hard to read.

c) **Colour and Contrast**

- High contrast is easy to read. Black text on white or yellow is best.
- Don't use colour alone to convey meaning (for example, highlighting text to show its importance). Use descriptive text or symbols instead.
- Don't use patterned backgrounds or print on glossy materials.

d) **Digital Documents**

- Format your document using styles (like heading 1, heading 2) to help screen reader software.
- Use tables instead of columns.
- Don't use flashing images or text.
- Add a written description (or 'alt tag') to diagrams, images or charts.
- Add captions or transcripts for spoken content.
- Consult the [AODA Website Development Policy and Procedure](#) for accessible website development.

e) **Presentations**

- Organize your presentation so it is logical and easy to follow.
- Keep slides short – no more than three sentences per slide.
- Bigger is better. Use at least 16-point font in presentations.
- Be ready with printed and electronic versions of presentations. Copies of your speaking notes can help too.
- Share your presentation in advance.
- If you use diagrams, sound or video, think about how to explain the content to someone who can't see or hear.

f) **Signs**

- Keep text short.
- Use common symbols or images to explain important information.
- Don't overlap words or images.
- Don't use shiny or reflective materials.
- Add raised elements that can be read by touch.
- Place the sign where it's easy to see from different heights.
- Make sure it's well lit.

	<p style="text-align: center;">Sector: All</p> 
<p style="text-align: center;">Subject: Accessibility for Ontarians with Disabilities Act (<i>Customer Service and the Integrated Standards</i>) Policy</p>	<p style="text-align: center;">Department: People & Culture</p>
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Acknowledgement and Agreement:

I, [Associate Name - *Please Print*] _____ acknowledge that I have read and understand the **Accessibility for Ontarians with Disabilities Act, 2005 Customer Service and the Integrated Standards Policy** of the Company. I agree to adhere to this policy, and I understand that if I violate the rules of this policy, I may face legal, punitive, or corrective action, up to and including termination of employment for cause.

I further agree, if I am involved in or witness any breach of the **Accessibility for Ontarians with Disabilities Act, 2005 Customer Service and the Integrated Standards Policy** of the Company, (except where the authorities such as police or security have to be contacted immediately) I will first inform Compass Group Canada or my manager to allow the Company's internal investigation and remedial process to be completed in its entirety.

Print Name

Signature

Date

Witness Name

Signature

Date

Multi-year Accessibility Plan July 2021

Compass Group Canada is committed to implementing, maintaining and enhancing accessibility with respect to employment, and the use of all goods and services, for all persons with disabilities, in a timely manner.

Compass Group Canada shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- persons with disabilities will be given equal opportunity in the employment cycle and to obtain, use and benefit from goods and services.

Accessibility for Ontarians with Disabilities Act, 2005

The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) became law on June 13, 2005. It builds on progress made under the [Ontarians with Disabilities Act, 2001](#), to create an accessible Ontario by 2025.

Under the legislation, the government of Ontario has developed mandatory accessibility standards that identify, remove and prevent barriers for persons with disabilities in key areas of daily living (“Accessibility Standards”). The Accessibility Standards apply to private and public sector organizations across Ontario. The AODA and the corresponding regulations establish includes Accessibility Standards in:

- customer service;
- information and communications;
- employment;
- transportation; and
- the built environment.

Integrated Standards

The [Ontario Regulation 191/11, the Integrated Accessibility Standards](#), became law on July 1, 2011, with compliance deadlines ranging from January 2012 to January 2021. It combines three Standards: [Employment](#), [Information and Communications](#), [Transportation](#), [Design of Public Spaces](#), [Customer Service](#) and outlines ‘General’ requirements.

Actions

The table below outlines our initiatives in response to the Standards and compliance deadlines:

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
General Requirements		
Establish accessibility policies governing how Compass will meet its obligations under the AODA	3. (1)	Complete
Establish, implement and maintain a documented multi-year accessibility plan; post the plan on the website; review and update the plan at least once every five years	4. (1)	Complete

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks	6. (2)	Complete
Training on the requirements of the accessibility standards and the Human Rights Code as it relates to persons with disabilities	7. (1)	Ongoing
Upon hire, all new associates must participate in online training on the Integrated Standards.		Complete
Customer Service Standards		
Develop, implement and maintain policies governing the provision of Compass's services to persons with disabilities, and provide in an accessible format upon request	80.46 (1)	Complete
Training on accessible customer service	80.49 (1)	Ongoing
Information and Communications Standards		
Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	11. (1)	Complete
Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in consultation with the individual, 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. Notify the public of the availability of these supports	12. (1), (2) and (3)	Complete
Provide any publicly available emergency response information in an accessible format, upon request	13. (1)	Complete
Ensure all internet websites and web content conform with WCAG 2.0 Level AA, other than, i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded)	14. (4)2	[In progress]
Employment Standards		
Notify Compass employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	22	Complete
During a recruitment process, 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.	23	Complete
Notify successful job applicant of Compass's policies for accommodating employees with disabilities	24	Complete
Inform employees of Compass's policies used to support employees with disabilities	25	Complete
Consult with a requesting employee in a manner that considers his or her disability to provide or arrange for the provision of accessible formats and communication	26.1 and 26.2	Complete

Summary of the Accessibility Goal	Related Provision of the Regulations	Status
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		
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	27	Complete
Develop and implement a written process for documenting individual accommodation plans for employees with disabilities	28	Complete
Develop and implement a return to work process employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work	29	Complete
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	30	Ongoing
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	31	Ongoing
Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	32	Ongoing
Design of Public Spaces		
Ensure that any newly constructed service counters and fixed queuing lines, and any newly constructed or redeveloped waiting areas, comply with the requirements of the AODA	80.40	Complete

Customer Feedback

Feedback from our customers provides Compass Group Canada with opportunities to learn and improve. Compass Group Canada recognizes the right of our customers to make a complaint, compliment or suggest ways to improve our services. To ensure that the delivery of goods and services to persons with disabilities is provided in an effective and timely manner, customers are invited to provide their feedback in any preferred format, including in person, by telephone, e-mail, or in writing, addressed to:

To: Accessibility Coordinator/Diversity and Inclusion Specialist
E-mail: diversity@compass-canada.com
Address: 1 Prologis Drive, Suite 400, Mississauga, Ontario L5W 0G2
Phone: 905-568-4636 or 1-800-465-2203 Ext. 582

The Accessibility Coordinator will respond either in writing, in person, e-mail and/or by telephone, based on the format requested. They will acknowledge receipt and outline any actions that will be taken in response to the feedback.