

5.13 ONTARIO - INTEGRATED ACCESSIBILITY STANDARD

SGS IN CANADA

5.13.1 STATEMENT OF ORGANIZATIONAL COMMITMENT

SGS Canada Inc. (the “Company”) recognizes the need to identify and remove barriers faced by people with disabilities. The Company 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 (“Act”) and in accordance with the timetables set out in the Integrated Accessibility Standard.

5.13.2 PURPOSE

In accordance with the Act and Integrated Accessibility Standard, the Company has developed this policy in order to achieve greater accessibility for people with disabilities and to meet its obligations under the Integrated Accessibility Standard.

5.13.3 DEFINITIONS

For the purpose of this policy, all definitions in the Act and the Integrated Accessibility Standard will be deemed to be definitions under this policy.

5.13.4 APPLICATION

This Policy applies to all employees located in the province of Ontario and all individuals and other third parties that provide goods, services or facilities on the Company’s behalf.

GENERAL REQUIREMENTS

5.13.5 ACCESSIBILITY PLAN

The company will establish a multi-year accessibility plan that outlines our strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standard. The plan will be reviewed and, if required,

updated the at least once every five years. The plan will be posted on our website and be available in an accessible format upon request.

5.13.6 SELF-SERVICE KIOSKS

Currently, the Company does not have self-serve kiosks. However, if the Company decides to design, procure or acquire self-serve kiosks at a future date, accessibility for people with disabilities will be addressed.

5.13.7 TRAINING

The Company will ensure that training is provided to:

- (a) all employees;
- (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 as it relates to their job function, 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 practical. A record will be kept of the dates of the training and the number of individuals trained.

Training will be provided on an ongoing basis when changes are made to our Integrated Accessibility Standard policies.

INFORMATION AND COMMUNICATION STANDARD:

5.13.8 FEEDBACK

The Company values its customers and has a feedback process in place to receive customer input. In order to make our

feedback process more accessible to people with disabilities we will provide accessible formats and communication supports upon request.

5.13.9 ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

The Company strives to provide information about our services in formats that are accessible to our customers. When an accessible format or communication support is requested, we will make the necessary arrangements in a timely manner that takes into account the person’s accessibility needs due to disability. We will consult with the person making the request when determining the suitability of an accessible format or communication support.

5.13.10 ACCESSIBLE EMERGENCY INFORMATION

Currently, the Company does not prepare emergency procedures, plans or public safety information that is 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.

5.13.11 WEBSITE ACCESSIBILITY

The Company recognizes the importance of website accessibility. Unless it is not practical, we will incorporate the web accessibility features from the World Wide Web Consortium Web Content Accessibility Guidelines (“WCAG”).



Title: Human Resources Policy Manual Accessible Customer Service Policy	Effective Date: January 31, 2014	Prepared By: Human Resources	Section: 5.13
	Revision No. 0 Replaces	Approved By: Managing Director	Pages: 2

EMPLOYMENT STANDARD:

5.13.12 RECRUITMENT

The Company understands the importance of accessibility during recruitment. As part of our recruitment process, we will notify current employees and the public about the availability of accommodation for applicants with disabilities.

Job applicants that are individually chosen to participate in the selection process will be notified that accommodations are available upon request. If an accommodation is requested, we will consult with the applicant when determining a suitable accommodation.

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

5.13.13 NOTIFICATION OF POLICIES

The Company will inform 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 practical 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.

5.13.14 ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

When requested, the Company will provide accessible formats and communication supports to an employee with a disability for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace. The appropriate format or

communication support will be selected after consultation with the employee making the request.

5.13.15 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 practical 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 the employee's overall accommodations needs or plans are reviewed; and
- (c) when our general emergency response policies are reviewed.

5.13.16 INDIVIDUALIZED ACCOMMODATION PLANS

Employees with disabilities will be provided with individualized accommodation plans. Refer to Human

Resources Policy Manual, procedure 5.12 Employment Accommodation Policy.

5.13.17 RETURN TO WORK PROCESS

The Company's return to work process outlines the steps to facilitate the return to work of employees who were absent from work due to disability, and incorporates the individualized accommodation plan in the process.

This process will not replace or override any other return to work process created by or under another statute. If an employee has an illness or injury that is covered under the return to work process in the Workplace Safety and Insurance Act, then that process will govern.

5.13.18 PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND REDEPLOYMENT

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

DESIGN OF PUBLIC SPACES

The Company will comply with the requirements under the Design of Public Spaces Standard when building or making major modifications to public spaces. Procedures will be developed for preventative and emergency maintenance of the accessible elements that are put in place in compliance with the Design of Public Spaces Standard.