	<b>Document Title:</b>	<b>Document Number:</b>	CCE_HR_013
	<b>Markdom Integrated Accessibility Standards Policy</b>	<b>Process Owner:</b>	Human Resources Manager
		<b>Revision Number:</b>	004
		<b>Revision Date:</b>	4/29/2024

## IASR - Markdom Integrated Accessibility Standards Policy

The following policy has been established to govern the provision of the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

### General Requirements

#### **Commitment**

Markdom is committed to ensuring equal access for persons with disabilities and excellence in serving all customers. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence and meeting the needs of people with disabilities in a timely manner. In fulfilling our mission, we will provide our goods and services in a way that respects the dignity and independence of people with disabilities. We will provide people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

#### **Accessibility Plan**


Markdom will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The plan will be reviewed every five years and upon request, will be provided in an accessible format.

#### **Training**

Markdom will train all employees on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities. This training will be provided to staff, volunteers, persons who participate in developing Markdom's policies and anyone who provides goods, services or facilities on behalf of Markdom. New employees will be trained and Markdom will maintain records of the training provided.

#### **Built Environment**

Markdom will continue to assess and make plans as required to improve the accessibility of its offices and facilities for staff and persons with disabilities. If ever applicable, Markdom will meet the Accessibility Standards for the Design of Public Spaces (Built Environment Standard) when building or making major modifications to public spaces.

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Information & Communications Standards

**Feedback**

Markdom will continue to ensure that the process for receiving and responding to feedback is accessible to persons with disabilities by providing accessible formats and communications supports upon request.

**Accessible Formats and Communication Supports**

Upon request, Markdom will provide accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person’s accessibility needs due to disability. Markdom will work with the requestor to ensure that what is provided meets his/her needs. Markdom will also notify the public about the availability of accessible formats and communication supports.

Employment Standards

**Recruitment**

Markdom will notify its employees and the public about the availability of accommodation for job applicants with disabilities during the recruitment, assessment or selection processes. If an applicant who requires accommodation requests so, Markdom will provide or arrange to provide suitable accommodation in a manner that takes into account the applicant’s needs.


Upon extending an offer of employment, Markdom will notify successful applicants of its policies for accommodating employees with disabilities.

Markdom will inform current and new employees of its policies to support employees with disabilities including any job accommodations that an employee may need due to disability.

**Workplace Emergency Response Information**

Markdom will provide individualized workplace emergency response information as soon as reasonably possible to employees who have a disability, so long as Markdom is aware of the need for accommodation.

Should the employee require assistance, Markdom will obtain consent of the employee and provide the workplace emergency response information to the person designated by Markdom to provide assistance to the employee.

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Markdom will review the individualized workplace emergency response information if the employee moves to a different location in the organization or if the employee’s accommodation needs change.

**Return to Work Process**

Markdom maintains a documented return to work process for its employees who have been absent from work due to a disability and who require accommodations in order to return to work. The process outlines the steps that Markdom will take to facilitate the return to work and includes individual accommodation plans.

**Performance Management, Career Development and Advancement & Redeployment**

Markdom will consider the accessibility needs of employees with disabilities as well as individual accommodation plans when conducting performance management, providing career development and advancement to employees, or when redeploying employees.