

ACCESSIBILITY POLICY

Established:	September 2018
Revised:	October 2018
Review date:	October 2018
Originating department:	Human Resources
Policy owner:	Human Resources
Executive contact:	Chief Human Resources Officer
Related materials:	None

Our Accessibility Commitment

Teranet Inc., Teranet Manitoba LP, Do Process LP and their respective subsidiaries and Teranet Holdings LP (the “TNT/DP Group”) is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence, and by meeting requirements of the legislation in the jurisdictions in which the TNT/DP Group operates.

Support for Persons with Disabilities

Purpose and Application

The TNT/DP Group strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. The TNT/DP Group is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. We are also committed to developing customer service policies and practices that respect and promote the dignity and independence of people with disabilities. We are committed to identifying barriers that may impede individuals from accessing the services we provide and we will continue to seek to remove those existing barriers so that all persons can obtain, use or benefit from our services. This applies to every person who deals with members of the public or other third parties on behalf of the TNT/DP Group, whether that person does so as an employee, independent contractor, agent, volunteer or otherwise. It also applies to every person involved in the development of policies, procedures and practices pertaining to the provision of goods and services by the TNT/DP Group.

Support for Persons with Disabilities

The TNT/DP Group is committed to excellence in serving all customers, including people with disabilities, by removing barriers that might arise in the course of doing business. We will make all reasonable attempts to accommodate the needs of our customers in the following ways:

- Accommodations for assistive devices required to perform everyday tasks

- Service animals are welcome on our premises that are open to the public and to the extent permitted by law
- Support persons are welcome on our premises and will be permitted to enter at the same time as our customer and accompany our customer at all times
- We will communicate with our customers in a manner that takes into account any applicable barriers, including, providing accessible formats and communication supports, such as large font, recorded audio, or teletypewriter (TTY) through a telecom provider or alternative means as appropriate.

We will ensure that our websites comply with all applicable standards for making web content more accessible for people with disabilities.

If there will be any disruptions to our services or facilities, the TNT/DP Group will make reasonable efforts to provide prior notice of disruptions, if possible, recognizing that in some circumstances, such as in the situation of unplanned temporary disruptions, advance notice will not be possible. In all cases, the TNT/DP Group will notify customers promptly by posting in reasonable places the following:

- Information about the reason for the disruption,
- The anticipated duration of the disruption,
- A description of alternate facilities or services that may be available
- Notice of any disruptions to those facilities that are meant to provide barrier free access to our customers with disabilities and that cannot be resolved right away will be prominently posted on our website

Accommodation Plans and Return to Work Processes

If a TNT/DP Group employee has a disability, or become disabled either permanently or temporarily during their employment, they are encouraged to contact their Manager or Human Resource Business Partner if accommodation is required. The TNT/DP Group will consult with its employees to develop an Individual Accommodation Plan to meet the needs of the employee. In some cases, there may be the need to request an evaluation by an outside medical practitioner or other expert, in order to determine appropriate accommodation.

An Individual Accommodation Plan will include an outline of the accommodation or adjustments needed, including any accessible formats and communications required to enable the employee to perform their job and to make workplace information accessible. If employees require support during an emergency, such as a building evacuation, employees are encouraged to contact their Human Resource Business Partner and an Individualized Emergency Response Plan will be developed to ensure their safety.

All information on an employee's Individual Accommodation Plan will be kept confidential. Information will only be shared, with consent, with individuals who may need to provide assistance, such as direct managers.

Individual Accommodation Plans will be reviewed regularly and updated if the employee's needs change or if there are any job related changes. The employee's needs will also be considered throughout the performance management process and career development programs the organization offers.

Returning to Work After an Absence

If employees have been absent from work because of a disability, and accommodation or adjustments are required in order to return to work, the employees Human Resource Business Partner will develop arrangements to support the employee while transitioning back to work.

Recruitment and Selection Practices

The TNT/DP Group is committed to providing an accessible recruitment and selection process inclusive to all applicants. The TNT/DP Group's online job applications notifies applicants that the TNT/DP Group will accommodate people with disabilities throughout the recruitment and selection process including the interview stage. All applicants invited to participate in interviews will be informed how to request accommodations for disabilities. Hired candidates will be notified of the TNT/DP Group policies and processes for accommodating employees as part of their orientation process.

Training

The TNT/DP Group will provide training to employees, independent contractors, agents, volunteers and others who deal with the public or other third parties on behalf of the TNT/DP Group. The TNT/DP Group provides employees with training according to jurisdictional standards.

In Ontario, the TNT/DP Group complies with Accessibility Standards for Customer Service regulations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Ontario employees are properly trained on how to communicate with people with various types of disabilities, that includes:

- the purposes of the AODA and the Human Rights Code (Ontario) as it pertains to persons with disabilities
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use assistive devices 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 Teranet's services
- our policies, practices and procedures related to accessibility
- training on the equipment and devices that are available on our premises

Employees will also be provided training as required under the Integrated Accessibility Standards Regulations on Ontario's accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities.

In Manitoba, the TNT/DP Group complies with The Customer Service Standard (the "Standard") under the Accessibility for Manitobans Act ("AMA"). Manitoba employees are properly trained on how to interact with people with various types of disabilities, including:

- the AMA, the Standard and the Human Rights Code (Manitoba) as it pertains to persons with disabilities
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use assistive devices 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 Teranet's services

- our policies, practices and procedures related to accessibility
- training on the equipment and devices that are available on our premises.

Training will be provided to existing Manitoba employees by November 2, 2018 and **within 4 weeks** of hiring for any employee hired after November 1, 2018.

Feedback Process

The TNT/DP Group is committed to providing high quality goods and services to all of its customers. Feedback from customers and/or third parties is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of good and services to persons with disabilities may be provided by telephone, in person, in writing, in electronic format, or through other methods. Ontario feedback can be submitted to the Manager of Customer Service at Elaine.Jewell@teranet.ca. Manitoba feedback can be provided to the Manager of Client Service at Derrick.Dubell@tprmb.ca.

In addition, an employee may provide feedback to the organization in two ways:

- Directly to the TNT/DP Group through their Supervisor, HR Business Partner or the Chief Human Resource Office in person and/or in writing; or
- Through an independent third party reporting mechanism provided by ClearView Strategic Partners Inc. that provides for the anonymous (if required) submission of reports

Anonymous complaints can be submitted:

- Online at <http://www.clearviewconnects.com/>
- By phone at 1-877-754-5707
- Through the mail to P.O. Box 11017, Toronto, Ontario M1E 1N0

Where appropriate, an investigation into a complaint may be conducted. Timely escalation may be necessary to ensure adequate investigations by the appropriate departments are conducted. As a result, complaints may be addressed by the Chief Human Resource Officer, or alternatively, his/her designate. If the individual making a complaint so requests, the individual will receive a response to his or her complaint from the Chief Human Resource Offices or his/her designate.

Documents related to this Policy in compliance with the Accessibility for Ontarians with Disabilities Act, 2005. We have a Multi-Year Accessibility Plan included as Appendix A in this Policy, which outlines how we will meet accessibility requirements in Ontario. A multi-year accessibility plan is not required in Manitoba.

TNT/DP will notify the public that our documents related to accessible customer service, including documents setting out our resulting actions, are available upon request by posting a notice on our Company website at www.teranet.ca/about-teranet/accessible-customer-service-policy-and-procedure/ and/or <http://www.tprmb.ca/tpr/agency/contacts.html>.