

ACCESSABILITY STATEMENT:

At **PACE**, we are committed to ensuring that we provide a safe, welcoming barrier-free and accessible environment for our employees, members, prospects, suppliers, job applicants, visitors and other stakeholders who enter onto our premise, do business with us, access our website or communicate with us. This applies in relation to employment without Company, and with respect to areas such as customer service, the built environment, information and communication, and transportation. With approximately 15% of the population having some type of disability, accommodating employees and customers with disabilities not only makes good business sense and is the right thing to do – it's also the law!

As an organization, we are responsible for ensuring that our employees, as well as our facilities, policies, business practices and systems comply with the governing legislation and relevant best practices with regard to the accessibility for individuals with disabilities in a way that promotes their dignity and independence. To that end, we have implemented policies and training programs for employees which address specific issues. These programs are tailored to particular groups of managers and employees, and include information on topics such as:

An overview of the governing legislation (including the *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*, its regulations and accessibility standards):

- Non-discriminatory job posting, interviewing and hiring practices;
- Accommodating employees with disabilities;
- Communicating with members with various types of disabilities;
- Communicating clearly and concisely by telephone;
- The use of assistive devices and alternatives to telephone communications;
- The use of service animals and support persons;
- The provision of accessible invoices/bills;
- Notices of temporary disruptions; and
- Our relevant policies, practices and procedures.

We all have a part to play in ensuring that employees, members, prospective members and other stakeholders with disabilities are treated fairly and in a manner that respects their dignity and independence. Further information on our full Accessibility Policy and our training programs is available by contacting Management.