

FIX NETWORK ACCESSIBILITY POLICY



1. Introduction

This accessibility plan outlines the policy and actions that Fix Network will put in place to improve accessibility for people with disabilities.

2. Statement of Commitment

Fix Network is committed to fair and accessible employment practices and to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

Fix Network will review its policies and practices annually with the goal of ensuring current and legal compliance.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by taking the opportunity to identify and take any necessary steps to remove and prevent barriers to accessibility and by meeting or exceeding legal accessibility requirements.

3. Multi-Year Accessibility Plan

Our Multi-Year Accessibility Plan is designed to be read together with our Accessibility Standards Policy and outlines our commitment to prevent and remove barriers to accessibility.

4. Plan Availability

This plan is available on www.fixnetwork.com and, upon request, will be made available in various accessible formats. If you would like to receive a copy of the Plan in an alternate accessible format, please contact Human Resources at hr@fixnetwork.com.

5. Customer Service Standard

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities. It applies to all employees, strategic partners, suppliers, and contractors who engage with the public or third parties, on our behalf.

- **Definitions**

For the purpose of this Policy, the following terms have the meanings indicated:

A. **“disability”** means:

- 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 co-ordination, 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*.

B. **“guide dog”** means a dog trained as a guide for a person who is blind or visually impaired.

C. **“service animal”** means, for a person with a disability, an animal if:

- I. it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- II. the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

D. **“support person”** means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to products or services.

- **Providing Goods and Services to Persons with Disabilities**

We are committed to using reasonable efforts to:

- Provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- Provide goods and services in a manner that enables a person with a disability to obtain, use or benefit from our goods and services; and
- Provide persons with disabilities with an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

- **Communications**

We will communicate with people with disabilities in ways that take into account their disability as needed. This may include, but is not limited to, the following:

- Assistive listening systems or other hearing devices
- Sign language interpretation
- Closed captioning or real-time captioning
- Documents in Braille or large print
- Computers with accessible features, such as: screen readers or magnifiers, braille displays or embossers, speech recognition software
- Making any written or multi-media information available using accessible formats or communication supports

We will work with the person with a disability to determine what method of communication works for them.

- **Assistive Devices**

In our shops and workplaces, we welcome the use of assistive devices by persons with disabilities in order to obtain, use, or benefit from our goods and services. An assistive device is any device that is designed, made, or adapted to assist and individual with a disability in carrying out activities. Some examples of assistive devices are walkers, wheelchairs, and hearing devices.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, Fix Network may make other reasonable measures available to assist and ensure the person with a disability can access our goods, services, or facilities. It is the responsibility of the individual with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

We will ensure that our staff are familiar with various assistive devices that may be used by customers with disabilities while accessing our goods, services, or facilities.

- **Guide Dogs and Service Animals**

Fix Network welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. “No Pet” policies do not apply to guide dogs and service animals.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, Fix Network will make reasonable efforts to arrange alternative ways for the individual to obtain, use or benefit from our goods, services or facilities.

Any questions or concerns about guide dogs or service animals must be discussed with a manager. If it is not obvious that the animal is a guide dog or service animal, then please speak with the Manager.

The individual with a disability is responsible for the care and control of the guide dog or service animal at all times.

- **Support Persons**

Fix Network welcomes people with disabilities and their support persons. Any person with a disability who is accompanied by a support person is permitted to access our shops and offices in the same way as any other customer.

If an individual with a disability is accompanied by a support person, we will ensure that both people are allowed to enter our shops and offices together and that the individual is not prevented from having access to the support person.

We may require a person with a disability to be accompanied by a support person when in our shops and offices, but only if a support person is necessary to protect the security, health, or safety of the individual with a disability or the security, health or safety of others on our premises.

- **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Manager will, when possible, notify customers promptly with a clearly posted notice. The notice will include information about the reason for the disruption, its anticipated duration and a description of available alternative facilities or services, if any.

- **Accessibility Training**

Any person who interacts with the public or who participates in developing policies, practices and procedures will receive training on an ongoing basis, including information on how to serve persons with disabilities.

Training topics will include:

- Review of the purposes of the accessibility regulations and requirements of the Customer Service Standard;
- Fix Network's policies related to the customer service standard;
- Instruction on how to interact and communicate with people with disabilities;
- Instruction on how to use devices that may be available in our shops and offices;
- Instruction on what to do if a person with a disability is having difficulty accessing our goods and services.

Staff will also be trained when changes are made to our accessible customer service policies.

We will keep a record of training that includes employee names and dates of training completion.

6. Feedback Process

We are committed to fostering relationships with our customers and we strive to meet their expectations. Comments on our goods and services can be addressed through the following methods:

- Speaking with the Shop Owner/ Manager
- Email: Human Resources at hr@fixnetwork.com
- Telephone: (450) 433-1414. Please ask to be connected to the Human Resources Department.
- Mail: Fix Network World
Attention: Human Resources
99 Émilien-Marcoux, Suite 101.

Blainville, Quebec, Canada
J7C 0B4

We will make best efforts to provide a response in the same format in which the feedback was received.

Fix Network will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports on request.

7. Availability of Accessibility Documents

We will provide accessibility-related documents upon request. When we are required by law to provide a copy of an accessibility-related document to a person with a disability, then we will do so in a format that considers the person's disability.

8. Accessible Emergency Information

We are committed to providing our customers with accessible publicly available emergency information upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

9. Training

We will provide accessibility training to all our employees regardless of employment status (Full Time, Part Time, or Temporary) within 30 days of the employee's start date.

10. Kiosks

We currently do not procure or provide kiosks as a service at Fix Network. As business changes, we will consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

11. Procurement

Note: Under the law, only public sector organizations have this requirement.

We will consider accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, we will provide an explanation upon request.

12. Information and Communications

We are committed to meeting the communication needs of people with disabilities. We may consult with people with disabilities to determine how best to support their information and communication needs.

- **Workplace Information**

We are committed to providing equal access to workplace information for all of our employees. When requested, we will work with an employee to make the following available in an accessible format that fits their needs:

- Any information employees need to perform their jobs
- General information that is available to all employees at work

When we become aware that an employee may need help in an emergency due to a permanent or temporary disability, we will:

- Provide individualized emergency response information to the employee
- If necessary, and with the employee's consent, share information with those designated to help the employee in an emergency
- Review the employee's emergency response information when:
 - The employee changes work locations
 - We review the employee's overall accommodation needs
 - We review the organization's general emergency response policies

- **Public Information**

Fix Network is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs and make a reasonable effort to accommodate these needs. We will provide accessible formats at a price no higher than that charged for other formats.

Communication supports that Fix Network may employ include, but are not limited to:

- Reading the written information aloud to the person directly
 - Exchanging hand-written notes (or providing a note-taker or communication assistant)
 - Captioning or audio description
 - Assistive listening systems
1. Augmentative and alternative communication methods and strategies
 2. Sign language interpretation and intervenor services
 3. Repeating, clarifying, or restating information

Fix Network will make all reasonable efforts to ensure that website pages are accessible to the standard outlined in the Web Content Accessibility Guidelines (WCAG) 2.0 AA conformance. Website visitors who encounter an accessibility issue can contact us to discuss options to make the content accessible.

13. Employment

At Fix Network, we believe in providing fair and equal opportunities for all employees and prospective employees. We will take the following steps to notify our employees and the public about the availability of accommodations for applicants with disabilities as follows:

- During the recruitment process, when a job applicant is chosen to participate in a selection process, we will notify the applicant that accommodations are available upon request for the materials or processes used;
- During the recruitment process, if a job applicant requests an accommodation we will consult with the applicant to determine and provide an accommodation that considers the applicant's needs due to disability.

Fix Network will put in place a process for developing 1) individual accommodation plans for employees with disabilities, and 2) return-to-work plans for employees who have been absent due to a disability.

We will document the processes we follow for developing individual accommodation plans and return-to-work policies. This documentation will outline:

- How the employee can participate;
- How the employee will be assessed;
- How we can request an evaluation by an outside expert (at our expense) in order to assist in determining if/how the accommodation can be achieved;
- How often the plan will be reviewed and updated;
- How the reasons for denied requests will be communicated; and
- How the plan will be provided to the employee

We will consider the accessibility needs of employees with disabilities when using performance management, career development, and/or redeployment processes. We will inform employees of the policies available to support employees with disabilities during performance management, career development, and/or redeployment

Fix Network has a process in place to assess, review, and alter (if required) policies and procedures on a frequent basis to ensure compliance with accessibility laws.

14. Design of Public Spaces

Where practicable, Fix Network's new and redeveloped off-street parking areas will provide: accessible parking spaces, access aisles for all accessible parking spaces, and appropriate signage.

Where practicable, Fix Network will design all newly constructed indoor or outdoor service counters, fixed queuing guides, and waiting areas according to accessibility guidelines and best practices.

We will establish procedures to prevent service disruptions to accessible parts of our public spaces, and we will notify the public of unavoidable disruptions and alternatives available.

15. Policy Review

We will review and update this policy at least once every five (5) years.

For More Information

For more information on this Integrated Accessibility Policy & Multi-Year Plan, please contact Human Resources at hr@fixnetwork.com.

Accessible formats of this document are available upon request from: Human Resources at hr@fixnetwork.com.

This policy has been reviewed and approved by Steve Leal, President and CEO, Fix Network.

DocuSigned by:

E95D779E4DDE491

Steve Leal
President/CEO