

<b>AODA</b>		
<b>The Integrated Accessibility Standard</b>		
<b>Statement of Organizational Commitment</b>		
Revision Date & No.: 11252014.000		
Approved By: Human Resources Manager	Date: November 25, 2014	Page 1 of 4

## **1 POLICY**

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, (the “Integrated Regulation”) came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment and transportation. Hunter Douglas Canada LP (The Company) is included in the regulation’s definition of an “obligated organization” and must comply with the phased-in requirements of the regulation beginning January 1, 2014.
- 1.02 The Company is committed to working towards being compliant with all the standards under the **Accessibility for Ontarians with Disabilities Act (AODA)** as they are introduced and become law.
- 1.03 The Company recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.
- 1.04 The Company is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.
- 1.05 The Company is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information and communications and employment, and to meet the accessibility needs of people with disabilities in a timely manner.
- 1.06 The Company is committed to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person’s disability.
- 1.07 The Company is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, volunteers and members of the general public.
- 1.08 The Company is committed to promoting values that support relationships between people with disabilities and the organization.
- 1.09 The Company is committed to the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet it requirements under the Integrated Regulation.

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1.10 The Company is committed to the training of all employees, volunteers, persons who deal with customers and the public on the Company's behalf, and persons participating in the development and approval of the Company's policies, practices and procedures on the requirements under the Integrated Regulation and the **Human Rights Code** as it pertains to persons with disabilities.

1.11 The Company is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication and Employment.

## **2 PURPOSE**

2.01 The purpose of this policy is to create a statement of commitment that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. The Company endeavours to provide accessibility and accommodation as prescribed in the AODA.

2.02 The commitments in this policy are intended to ensure that accessibility remains a priority in the Company's decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

## **3 SCOPE**

3.01 This policy applies to the Company's:

- Customers
- Employees
- Applicants for employment with the Company who may require employment accommodation through the recruitment, assessment, selection and hiring process.
- Visitors
- Contracts and subcontractors engaged by the Company
- Any other third party providing goods, services or facilities on the Company's behalf

## **4 RESPONSIBILITY**

4.01 The Human Resources Manager is the administrative entity responsible for the administration of this policy. It is the responsibility of the Human Resources Manager to ensure the application of this policy and that the organization achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization's systems, facilities and services.

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- 4.02 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.
- 4.03 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.
- 4.04 All employees, volunteers, contractors and subcontractors, any other person acting on behalf of the Company, and persons involved in the creation of the Company's policies are responsible for adhering to and following the commitments set out in this policy.

**5 DEFINITIONS**

- 5.01 **"Accessible formats"** may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.
- 5.02 **"Accommodation"** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 **"Communication supports"** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 5.04 **"Communications"** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- 5.05 **"Dignity"** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.06 **"Equal Opportunity"** means service is provided to individuals in such a way that have an opportunity to access goods or services equal to that given to others.
- 5.07 **"Independence"** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.08 **"Information"** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

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5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.

5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

Accessibility for Ontarians with Disabilities Act, 2005  
 Ontario Human Rights Code  
 Accessibility Standards for Customer Service, Ontario Regulation 429/07  
 Integrated Accessibility Standards, Ontario Regulation 191/11  
 Multi-year accessibility plans policy  
 Accessibility and human rights training policy

## **7 PROCEDURES**

7.01 The Company will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required.

7.02 If you have questions on this policy, want to provide feedback or have a complaint, contact the Human Resources Manager at 1-800-265-8000.