



ACCESSIBILITY POLICY

Thomson Terminals Limited

ACCESSIBILITY POLICY

Thomson Terminals Limited is committed 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.

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 meeting our accessibility requirements under Ontario's accessibility laws.

APPLICATION AND SCOPE

This Policy is made pursuant to the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and the Integrated Accessibility Standards Regulation ("IAS Regulation") of the AODA and addresses how Thomson Terminals Limited will achieve accessibility. This Policy will be reviewed and updated as necessary at least every five years.

TRAINING

Thomson Terminals Limited provides training to all its employees, volunteers, persons who participate in developing its policies and all other persons who provide goods, services or facilities on behalf of Thomson Terminals Limited. The training shall be:

- (a) on the requirements of the IAS Regulation and the *Human Rights Code* as it relates to persons with disabilities;
- (b) appropriate to the duties of the employees, volunteers and other persons;
- (c) provided as soon as practicable, on an ongoing basis and as necessary to comply with all statutory requirements.

INFORMATION AND COMMUNICATION STANDARDS

Accessible Formats and Communication Supports

Upon request, and in accordance with the compliance schedule set out in the IAS Regulation, Thomson Terminals Limited will provide or arrange for the provisions of accessible formats and communication supports for persons with disabilities wherever possible. We will consult with the person making the request to determine the suitability of an accessible format or communication support.

Feedback

In accordance with the requirements of the IAS Regulation, Thomson Terminals Limited ensures that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. We will notify the public of the availability of accessible formats and communication supports including by posting this information online.

Further information about our feedback process is available at the end of this Policy.

Updated April 2024

Emergency Information

Where Thomson Terminals Limited prepares emergency procedures, plans or public safety information and makes such information available to the public, it shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

EMPLOYMENT STANDARDS

Thomson Terminals Limited is committed to ensuring that its employment practices are in compliance with the AODA, IAS Regulation and the Ontario Human Rights Code.

Recruitment

Accommodations for applicants (including existing employees) with disabilities are available in Thomson Terminals Limited's recruitment processes.

Thomson Terminals Limited shall inform applicants on job postings when they are individually selected to participate in an interview and selection process that accommodations, including Accessible Formats and Communication Supports, are available upon request wherever possible in relation to the materials or processed to be used.

Thomson Terminals Limited shall notify successful applicants of its policies for accommodating employees with disabilities when making offers of employment.

Thomson Terminals Limited shall also notify employees of its policies which support employees with disabilities, including but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

Accessible Formats & Communication Supports for Employees

Where an employee with a disability requests it, Thomson Terminals Limited will consult with the employee to provide or arrange wherever possible for the provision of accessible formats and communication supports for information that is (a) needed in order to perform the employee's job and (b) generally available to employees in the workplace.

Performance Management, Career Development and Advancement, Redeployment

Thomson Terminals Limited shall take into account the accessibility needs of employees when using performance management processes, providing career development and advancement, and using redeployment.

Workplace Emergency Response Information

Thomson Terminals Limited provides individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation. Thomson Terminals

Updated April 2024

Limited provides this information as soon as practicable after becoming aware of the need for accommodation.

Thomson Terminals Limited has a written process to providing accessible emergency information to staff and will work with the employee with a disability to determine their needs in an emergency and develop individual emergency response information.

If an employee who receives individualized workplace emergency response information requires assistance and provided that the employee's consent is obtained, Thomson Terminals Limited will provide/share the workplace emergency response information to the person(s) designated by the employer to provide assistance to the employee.

Thomson Terminal Limited will make our emergency information accessible by asking staff if they need emergency information in an accessible format. For example, we can recreate a document in an accessible format by printing it in large print.

Thomson Terminals Limited reviews the individualized workplace emergency response information with the employee in the following circumstances:

- when the employee moves to a different location in the organization,
- when overall accommodation needs or plans are reviewed and;
- when it reviews its general emergency response policies.

ACCESSIBILITY STANDARDS FOR OUR FACILITIES

Thomson Terminals Limited will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped in accordance with the requirements of the IAS Regulation.

REFERENCES

- Accessible Customer Service Policy
- *Accessibility for Ontarians with Disabilities Act, 2005*
- Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005* (Integrated Accessibility Standards)

COPIES

Upon request, all of our policies can be made available in an accessible format, and we can provide or arrange to provide communication supports as necessary.

FEEDBACK AND QUESTIONS

If you have any questions about this Policy or our accessibility initiatives, please let us know. Feedback on this Policy and Thomson Terminals Limited's accessibility measures is welcome. Feedback can be provided through various means and in various forms. If you have questions, concerns or comments, please contact your manager.

All feedback received will be reviewed within a reasonable time period and Thomson Terminals Limited will take all appropriate steps to address any issues raised.

Updated April 2024

CUSTOMER SERVICE POLICY

Thomson Terminals Limited is committed to excellence in serving all employees, visitors, and customers, including people with disabilities. Our accessible visitor and customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Will do so by meeting our accessibility requirements under Ontario's accessibility laws and our obligations under the Human Rights Code.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

TRAINING

Thomson Terminals Limited will provide accessible customer service training to all employees and volunteers, any person involved in developing our policies and any person who provides goods, services, or facilities to customers on Thomson Terminals Limited's behalf.

The training will encompass:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- Thomson Terminals Limited's policies related to the customer service standard;
- how to interact and communicate with people with various types of disabilities;

Updated April 2024

- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty accessing Thomson Terminals Limited's goods, services or facilities.

Staff will be trained on accessible customer service as part of their training when they are first hired and again if changes are made to our accessible customer service policy.

FEEDBACK PROCESS

We welcome feedback. Customers who wish to provide feedback on the way Thomson Terminals Limited provides goods, services, or facilities to people with disabilities can provide feedback in the following way(s):

In-person at: 100 Iron Street, Toronto ON M9W 5L9
By telephone by calling: 416-240-0897
By email to: OFurtado@thomsongroup.com
By mail to: Human Resources

Thomson Terminals Limited will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

All feedback received will be reviewed within a reasonable time period and Thomson Terminals Limited will take all appropriate steps to address any issues raised.

DOCUMENTS

Thomson Terminals Limited will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Any policies of Thomson Terminals Limited that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

REVIEW OF THE POLICY

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of Thomson Terminals Limited.

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ACKNOWLEDGEMENT & AGREEMENT

I acknowledge that I have read, understand, and agree to abide by the Accessibility Policy.

SIGNATURE: _____ Employee

NAME: _____ Print

DATE: _____