

Purpose

Alvarez & Marsal Canada ULC (“A&M”) is committed to creating and maintaining an accessible environment for all employees, clients and visitors and to meeting the objectives and requirements outlined in the Accessibility for *Ontarians with Disabilities Act, 2005* (“AODA”) and Ontario Regulation 191/11 (Integrated Accessibility Standards Regulation, “IASR”).

The IASR establishes standards to address Barriers that people with disabilities face in the areas of information and communications, employment, transportation and the design of public spaces. The requirements under the AODA work in conjunction with those under the *Human Rights Code*.

The policy outlines A&M’s responsibilities under the AODA and the IASR, as well as those of its employees, agents and contractors or other service providers.

Application and Scope

This policy applies to the delivery of all goods and services by A&M in the province of Ontario. This policy applies to all A&M employees and volunteers who work in Ontario, as well as contractors and any third parties who provide goods, services or facilities on its behalf.

Definitions

“**Accessibility Standard**” means:

- an accessibility standard made by regulation under section 6 of the AODA.

“**Accessible Formats**” refers to:

- large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

“**Barrier**” means:

- anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

“**Disability**” means:

- any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness, including diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, hearing impediment, muteness or speech impediment, or physical reliance on assistive devices or service animal;
- a condition of mental impairment, disorder 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; and
- any workplace injury compensable under the *Workplace Safety & Insurance Act, 1997*.

“**Service Animal**” means:

- an animal is a service animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person provides a letter from a regulated health professional as defined by the IASR confirming that

the person requires the animal for reasons relating to a disability.

“Support Person” means:

- in relation to a person with a disability, an accompanying person who assists with communication, mobility, personal and medical or with access to goods, services or facilities.

General Principles and Implementation

1. Information and Communication Standards

a) Feedback

Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvement.

Clients who wish to provide feedback on the way A&M provides goods and services to people with disabilities can provide it in the following methods:

- Email: HR@alvarezandmarsal.com
- Verbally to any Managing Director or Human Resources

A&M will respond within 7 business days either in writing, in person, by e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any concerns. A&M will provide information in accessible formats, upon request.

b) Accessible Formats, Communication Supports and Emergency Procedures

Upon request for accessible formats and communication supports for any other information A&M directly controls and provides, including but not limited to emergency procedures, plans or other public safety information, A&M will provide information in a timely way that takes into account a person’s accessibility needs due to disability after consulting with the person and at a cost that is no more than the regular cost charged to other persons. A&M will notify the public of the availability of these accessible formats and communication supports on its website and on-site signage. In the event that A&M cannot provide accessible formats, it will provide the requesting person with an explanation as to why the information or communication is inconvertible and a summary of the inconvertible information or communication.

c) Website Content

A&M’s website is AODA compliant. All internet websites or web-based applications that it controls directly or through a contractual relationship that allows for modification of a product conforms to the Web Content Accessibility Guidelines (WCAG) Level AA.

2. Employment Standards

a) Recruitment

On its website, A&M notifies applicants and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. A&M also notifies job applicants of these supports when they move forward in an assessment or selection process or when it makes an offer of employment. A&M consults with the applicants and provides or arranges for suitable accommodation.

b) Information for Employees

A&M also informs its employees of existing policies to support them as soon as practicable after they begin their employment through:

- this policy;

- the applicable accommodation policy, if any;
- the workplace harassment/discrimination policy; and
- others as applicable from time to time.

Employees can find these policies, as updated from time to time, on A&M's intranet policy page. A&M will consult with employees when arranging for the provision of suitable accommodation, accessible formats and communication supports for its employees in a manner that takes into account their accessibility needs due to disability. To request accessible formats and communication supports for any information available in the workplace or required to perform an employee's job, please contact Human Resources at HR@alvarezandmarsal.com.

c) Workplace Emergency Response

A&M provides timely individualized workplace emergency response information to employees who have a disability, if it is informed of the need for accommodation and such individualized information is necessary. With an employee's consent, A&M will share this information with the person it designates to assist the employee. A&M review this information whenever the employee moves location, reviews accommodation needs or when it reviews general emergency policies.

d) Accommodation and Return to Work

A&M encourages its employees to participate in the development of their individual accommodation plans, if any. Employees can initiate this process by contacting Human Resources at HR@alvarezandmarsal.com. A&M will then work with the employee through the process outlined in the applicable accommodation policy. All information disclosed in this process is strictly confidential and will be disclosed only to those with a need to know.

A&M will work with employees to review individual plans as often as needed, developing accommodation plans that include:

- any information regarding accessible formats and communications supports provided, if requested;
- individualized workplace emergency response information, if any; and
- any other accommodation necessary.

A&M's return to work process can also be found in the applicable accommodation policy

e) Performance Management and Career Development

A&M's performance management, career development and redeployment processes take into account the accessibility needs of all employees.

3. Design of Public Spaces

A&M ensures that the design and layout of its premises are accessible to persons with disabilities.¹ For any public spaces that were or will be newly constructed or redeveloped on and after January 1, 2017, A&M will ensure that AODA and IAS accessibility requirements are incorporated into the planning, design, and construction phases.

4. Customer Service Standards

a) The Provision of Services to Persons with Disabilities:

A&M will use reasonable efforts to ensure its policies, practices and procedures are consistent with the following principles:

- A&M's services are provided in a manner that respects the dignity and independence of persons with disabilities, including an equal opportunity to obtain, use or benefit from such services;
- The provision of A&M's services to persons with disabilities are integrated with those provided to persons who

do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from A&M's services; and

- When communicating with a person with a disability, A&M shall do so in a manner that takes into account the person's disability.

b) Service Animals:

Persons with a disability may enter premises owned or operated by A&M accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If the service animal is excluded by law from the premises, A&M will look to other available measures to enable the person with a disability to obtain, use or benefit from A&M's services.

The safety, care and protection of the public takes priority over any individual. If it is not readily apparent the animal is a service animal, A&M may ask the person with a disability for a letter from a qualified medical physician confirming the person requires the animal for reasons relating to his/her disability. A&M may also, or instead, ask for a certificate of training from a recognized service animal training school. It is the responsibility of the person with a disability to ensure the service animal is kept in control at all times.

Where another person's health and safety could be adversely affected by the presence of the service animal, A&M will consult with the person with the disability and with the adversely affected person to find a solution that meets the needs of both individuals. A&M will ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

c) Support Persons:

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. A&M may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. If A&M needs to discuss confidential information with a person accompanied by a support person, the person with the disability will be asked if they wish the support person to be present.

d) Notice of Temporary Disruptions in Services and Facilities:

Temporary disruptions or access to A&M services or facilities may occur due to reasons that may or may not be within A&M's control or knowledge. A&M will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. If the disruption is anticipated, A&M will provide a reasonable amount of advance notice of the disruption. A&M will provide notice by posting the information in visible places, or on the Company's website (www.alvarezandmarsal.com), or by any other method as reasonable under the circumstances.

e) Assistive Devices:

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from A&M's services. Exceptions may occur in situations where A&M has determined the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations and others, A&M may offer a person with a disability other reasonable measures of assistance in obtaining A&M's services, where A&M has such other measures available. It should be noted, it is the responsibility of the person with a disability to ensure any assistive device is operated in a safe and controlled manner at all times.

A person with a disability may also request for documents to be provided in alternate formats (e.g., large print, Braille). In the event that a document conversion is required which cannot be performed onsite, A&M will make reasonable efforts to source an external provider to assist in the conversion.

A&M will ensure that its employees are trained and familiar with various assistive devices that may be used by persons with disabilities when visiting its facilities.

f) Training:

All A&M Ontario employees will receive Accessibility Awareness Training immediately following their start date. Contractors and agents providing services on behalf of A&M to the public will be expected to have received similar appropriate training.

Training in this policy, the AODA and IASR, and the *Human Rights Code* will be provided as soon as practicable as well as on an ongoing basis as changes occur to A&M's policies, procedures and practices governing the provision of services to persons with disabilities. A&M will keep records of the training provided, including dates training is provided and the number of persons trained.

Accessibility Awareness Training will include the following:

- A review of the purpose of the AODA and the requirements of the IASR;
- A review of this policy, including accessible customer service requirements;
- How to interact and communicate with persons with various types of disability.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or the assistance of a support person.
- How to use equipment or devices available on the premises or otherwise that may help with the provision of goods, services or facilities to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing A&M's goods, services or facilities.
- The requirements of the *Human Rights Code* as it pertains to persons with disabilities.
- Any other related practices and procedures.

Accessibility Plans and Reports

A&M will maintain and make public its Multi-Year Accessibility Plan (the "**Plan**") to improve the accessibility of its services and premises and meet the compliance requirements of the AODA. The Plan will be updated by at least once every five (5) years and is available on its website.

A&M will prepare and file accessibility reports as required by the AODA.

Availability of Documents

All documents required by the AODA, including this policy, notice of planned temporary disruptions, training records, and the written feedback process are available upon request and in accessible formats, subject to all applicable laws.

Modifications

A&M review and update this policy as needed, and at least every five (5) years.

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered. A&M continually reviews its organizational policies to revise any that are inconsistent with the spirit and purpose of this policy. A&M has reviewed its current policies and it is satisfied that no such modification is required at the present time.

