

Peto MacCallum's Commitment to Accessibility for Our Employees and Clients

Peto MacCallum Ltd. (PML) has a long history of a culture that supports and welcomes all people, including those with disabilities. We will strive at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We believe in integration and equal opportunity.

PML is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting & exceeding accessibility requirements as set out in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.

Peto MacCallum's Commitment to Accessibility for our Employees

We encourage our people to view disabilities as differences, not as impediments. Our broad-based approach creates an enabling environment for people of all abilities, with initiatives such as:

- Making internal communications, meetings, training and technology as accessible and easy to use as possible for people of all abilities and disabilities
- Considering ways that maximize accessibility in our office design
- Providing accommodations in our offices, at offsite meetings and in client locations
- Educating all our people on disability-friendly etiquette, language and work habits
- Raising awareness of invisible disabilities such as chronic health conditions, serious illnesses, learning differences and mental health issues
- Fostering understanding of temporary disabilities such as complications of pregnancy, injuries and recovery after surgery

Unleashing the full abilities of our Employees

Top talent comes in different packages. We invest a great deal to recruit and develop the best people and to create a culture that allows each person to achieve their potential and contribute fully to our success. This means that we value the contributions of people from all backgrounds and perspectives — including people with a range of abilities and disabilities.

Enabling education

We make available to all our people a variety of educational resources and practical information and presentations, including:

- Information on how to be respectful of people with differing abilities
- Disabilities-friendly language to use in communication with or about people who have disabilities
- A quick reference guide on appropriate etiquette for interacting with people who have disabilities
- Tips on how to be supportive and respectful
- Messages that can be hurtful and should be avoided

Accommodations at Work

Consistent with PML's commitment to accessibility for our people, PML will work with employees who request accommodation to perform their jobs.

Communication

We communicate with people in a way that takes their disabilities into account. We offer a number of methods of communication which will promptly be provided to clients as requested.

Available communication methods include:

- Video conferencing
- Written communications in various formats, including hard copy, large print and email

We also train our people to adapt to the communication needs of our clients.

Please feel free to ask us if there is a specific communication method you require and we will do our best to accommodate you.

Assistive devices, service animals and support persons

We are dedicated to serving people who require assistive devices, support persons or service animals to obtain, use or benefit from our services. All of our locations are fully accessible to those using assistive devices or are accompanied by support persons or service animals.

We also ensure that our people are trained to be familiar with various assistive devices and how to interact with people with disabilities who require a support person or service animal.

Temporary disruption

PML will endeavour to provide notification if there are planned or unexpected disruptions at our offices or in services usually used by people with disabilities.

Our notice will include the reason for disruption, anticipated duration and description of alternative facilities or services if available.

Compliance with Legislation

We comply with applicable legislative requirements in respect of accessibility including:

- applicable provincial human rights legislation; and
- the *Accessibilities for Ontarians with Disabilities Act* (AODA) including AODA's Customer Service Standard and the Integrated Accessibility Standards.

Training for our Employees

Training is provided in accordance with the AODA to employees of the firm and contractors who interact with our clients or are involved in the development of client service policies, practices and procedures. Training is also provided to new members of the firm in accordance with the AODA as part of their orientation to our organization. If our policies change, we will also provide training in connection with such changes.

More information

If you would like a copy of this policy in an alternative format, please feel free to contact us as outlined below.

The following additional information is available on request:

- PML's training plan for compliance with the AODA Customer Service Standard
- PML's annual report confirming compliance with the AODA Customer Service Standard
- PML's multi-year plan for compliance with the Integrated Services Standard

Questions or Feedback

Our ultimate goal is to meet and surpass expectations in the provision of our services.

Feedback regarding PML's provision of services to people with disabilities or with respect to its compliance with the AODA can be made:

- By email: jsingh@petomacallum.com
- By Telephone: 416-785-5110
- By mail: Judy Singh, Vice President Finance & Administration
165 Cartwright Avenue Toronto,
ON M6A 1V5

We can arrange for accessible feedback and alternate formats upon request.

Alternative methods of communication, including meeting in person, are also available on request.

All feedback will be reviewed and forwarded to the appropriate individual. If you would like to be contacted regarding your feedback, please include your name and contact information. We will do our best to respond to you as promptly as possible.

Changes to Existing Policies

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