

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 POLICY

For Use in the Province of Ontario

Section 1 Statement of Commitment

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) is to create a more accessible Ontario by identifying and, to the extent possible, preventing and eliminating barriers experienced by persons with disabilities. There are five standards set out under the AODA, all of which will be implemented by the year 2025. These standards include: customer service, transportation, information and communications, built environment and employment (collectively the “Integrated Accessibility Standards” or “IAS”).

Cision (the “Company”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility.

Section 2 Definitions

Accessible Format

Formats that are an alternative to standard print and are accessible to persons with disabilities. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

Assistive Device

Is a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Communication Support

A communication support means supports that persons with disabilities may need to access information. Communication supports may include, but are not limited to, captioning, alternative and augmentative supports, plain language, sign language and other supports that facilitate effective communications.

Disability

The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- a. 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 coordination, 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;
- b. A condition of mental impairment or developmental disability;
- c. A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder; or
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Employee

Any employee or volunteer of Cision.

Guide Dog

Is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety, and increased independence for people who are blind.

Service Animal

An animal is a service animal for a person with a disability if:

1. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability

Support Person

A 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, medical needs or access to goods and services.

Section 3 Customer Service Standard

Purpose

This policy is intended to meet the requirements of the customer service standards included in the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Cision shall follow the principles of dignity, independence, integration, and equal opportunity.

The Provision of Goods and Services to Persons with Disabilities

Cision will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality.
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing.
- Goods and services, as long as this does not present a safety risk.
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Considering individual needs when providing goods and services and communicating in a manner that takes into account the customer's disability.

Communication with Customers

Communication between Cision and its customers is the basis of customer service.

Cision will work with persons with disabilities to provide alternatives that facilitate effective communication.

Customer's Own Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Cision. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Recognizing a Guide Dog or Service Animal

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Cision may request verification from the customer.

Care and Control of the Animal

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies

If a health and safety concern presents itself (for example, in the form of a severe allergy to the animal), Cision will make all reasonable efforts to meet the needs of all individuals.

The Use of Support Persons

If a customer with a disability is accompanied by a support person, Cision will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Cision will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any conversation where confidential information might be discussed.

Disruption of Service

In the event of a planned or unexpected disruption to services or facilities which may impact customers with disabilities, Cision Canada Inc and its representatives will make every effort to inform customers as soon as possible.

Training will be provided to:

- Every person who is an employee.
- Every person who participates in developing policies.

Training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the customer service standards.
- Instructions on how to interact and communicate with people with various types of disabilities.

Instructions on how to interact with people with disabilities who:

- Use assistive devices.
- Require the assistance of a guide dog or other service animal.
- Require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your Services.
- Policies, procedures, and practices of Cision pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Cision will provide training as soon as practicable. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

Feedback Process

Should you wish to provide feedback you may contact hrsupport.canada@cision.com. This policy is available in alternative formats on request.

Modifications to this or other Policies

We are committed to developing client service policies that respect and promote the dignity and independence of visitors with disabilities. Cision will consider its customers with disabilities in modifications to this or other policies.

Section 4 Information and Communications Standards

Cision will create, provide and receive information and communications in a way that is accessible for persons with disabilities.

Feedback

Cision will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

Accessible Formats

Upon request, Cision will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes in account the person's accessibility needs. Cision will work collaboratively with the person making the request to determine the suitability of an accessible format or communication support. We will also notify the public about the availability of accessible formats and communication supports.

Accessible Website

Cision will ensure that its new internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG").

Cision will also take action to ensure that its new internet websites and web content conform with WCAG 2.0 Level AA, (except where this is impracticable), as outlined by the IAS. The requirements of WCAG 2.0 Level AA will be met by Cision by the compliance date of January 1, 2021.

Section 5 Employment Standards

Cision will identify, prevent and remove barriers at all stages of the employment life cycle for persons with disabilities.

Recruitment, Assessment and Selection Processes

Cision will notify job applicants about the availability of accommodation for persons with disabilities in its recruitment process. We will also notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available upon request. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs.

Notice to Successful Applicants

When making offers of employment, Cision will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Cision will continue to inform employees of its policies and any updates to those policies used to support employees with disabilities, including policies on the provision of job accommodation that take into account an employee's accessibility needs. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Cision will consult with the employee to provide or arrange for the provision of accessible formats and communication supports needed to perform the employee's job, as well as information generally available to other employees. When determining the suitability of an accessible format or communication support, we will consult with the employee making the request. However, Cision reserves the flexibility to decide on the most appropriate accessible formats or communication supports for employees (based on the needs of the specific employee and the capacity of Cision to provide the support).

Workplace Emergency Response Information

Cision will provide individualized workplace emergency response information to employees with disabilities if we are made aware of the need for accommodation. Cision will provide this information as soon as practicable after becoming aware of the need for accommodation.

In circumstances where the employee requires assistance, we will, with the consent of the employee, provide the workplace emergency response information to those designated by Cision to provide assistance to the employee (e.g., immediate supervisor, fire warden, etc).

Individualized workplace emergency response information will be reviewed when an employee moves to a different location within the office, when the individual overall accommodation needs or plans are modified when, from time-to-time, Cision reviews its general emergency response plans.

Documented Individual Accommodation Plans

Cision will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

Return to Work Process

Cision will develop, document and have in place a return to work process for employees who have been absent from work due to a disability, and who require disability related accommodations in order to return to work. Such processes will be documented and will outline the steps Cision will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Management, Career Development and Advancement and Redeployment

We will take into account the accessibility needs and individual accommodation plans of employees with disabilities in performance management processes, when providing career development and advancement opportunities, and when considering redeployment.

Section 6 IAS Training and Records

Cision will ensure that training is provided to: (a) all employees; (b) all persons who participate in developing Cision's policies; and (c) all other persons who provide goods, services or facilities on behalf of Cision. Training will include:

- A review of the purpose of the AODA and requirements of the IAS / Ontario *Human Rights Code*;
- A review of this policy;
- How to interact and communicate with persons with various types of both visible and non-visible disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or support person.
- How to use equipment and/or devices made available on Cision's premises to assist persons with disabilities with obtaining, using or benefiting from Cision's goods and services.
- What to do if a person with a disability is having difficulty accessing Cision's premises and/or goods and services.

The training will be appropriate to the duties of the person receiving such training. Cision will incorporate this training requirement into hiring practices to ensure that new employees complete the required training within a reasonable time of having accepted a position with Cision.

We will maintain a record of employees who receive and complete the training. The records will include the dates that training is provided, and the names of the individuals who received and completed the training.