

Accessibility Policy

Q2 Management (Q2) is committed to ensuring that its services and facilities are accessible in a manner that respects the dignity and independence of persons with disabilities, and that, wherever possible, persons with disabilities are given opportunity equal to that given to other to obtain, use and benefit from Q2's services in accordance with principles of integration and accessibility.

Multi-Year Accessibility Plan

Q2 Management will develop, maintain and document a Multi-Year Accessibility Plan outlining the strategy that improves opportunities for persons with disabilities, and prevents and removes barriers. This plan will be reviewed and updated at least once every five years and will be posted on our company website. Upon request, Q2 will provide a copy of the plan in an accessible format.

Communication:

Members and staff who communicate with people with disabilities on Q2's behalf will do so in ways that take into account their disabilities and will work with them to determine what method of communication would meet their needs in order to be able to obtain, use and benefit from Q2's services.

Telephone Services:

Q2 will provide fully accessible telephone service whenever possible. Q2 will train staff and adult Members to communicate with others over the telephone in plain language and to speak clearly and slowly. Where reasonably possible, Q2 will offer people with disabilities the opportunity to communicate with Q2 by e-mail, TTY, or relay service if telephone communication is unavailable or unsuitable.

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 Q2's services and facilities.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on our premises that are open to the public and third parties. If a service animal is excluded by law from our premises, Q2 will ensure that other measures are available to enable a person with a disability to obtain, use or benefit from Q2's services.

We cannot easily identify that an animal is a service animal, our staff may request documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

If a person with a disability is accompanied by a support person, Q2 will ensure that both persons are permitted to enter premises owned or operated by Q2. A person with a disability who is accompanied by a support person will not be prevented from having access to his or her support person while on Q2 premises.

Notice of Temporary Disruption

Q2 will provide all employees and customers with notice in the event of a planned or unexpected disruption in the facilities or services. The notice will be posted in visible areas and, if applicable, on our website. It will include information on the reason for the disruption, its anticipated duration, and a description of alternative facilities or service, if available.

Training

Q2 Management is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Training will be provided to all Q2 employees, particularly those who are involved in the development and approval of policies, practices and procedures. Q2 will keep a record of all training provided under this policy.

Feedback

Q2 welcomes feedback regarding the way it provides services to people with disabilities. Such feedback can be in writing, in person, by telephone or e-mail or via such other means as deemed reasonable or appropriate. Q2 will make sure that our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

This policy and other documents that Q2 is legally required to provide will be provided upon request and are available in alternate formats or with communication support. Q2 will consult with the person making the request to determine the suitability of the format or communication support. Q2 will provide accessible format in a timely manner and at no additional cost.

Integrated Accessibility Standards Policy

Purpose:

Q2 Management Inc. (Q2) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in providing equal opportunity and integration to all persons. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

These standards and applications are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications; and employment.

1) DEFINITIONS

- a) Employee: an individual who regularly works for Q2 on a salary or wage basis and who is subject to the control and direction of Q2 in the performance of her/his duties.
- b) Third party: An individual, company or other entity that provides goods, services or facilities on behalf of Q2.
- c) Accessible Formats: may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.
- d) Communications: the interaction between two or more persons or entities, where information is provided, sent, or received.

2) MULTI-YEAR ACCESSIBILITY PLAN

Q2 will develop, maintain and document a Multi-Year Accessibility Plan outlining the strategy that improves opportunities for persons with disabilities, and prevents and removes barriers.

The Accessibility Plan will be reviewed and updated by Human Resources at least once every five years, and will be posted on the Q2 website. Upon request, Q2 will provide a copy of the Plan in an accessible format.

3) TRAINING

Q2 will ensure that training is provided to meet the requirements of this accessibility standards policy and on human rights as they pertain to persons with disabilities.

Training will be provided as follows:

- a) It is mandatory that Q2 provide training to:
 - All Q2 employees and all those who are involved in the development and approval of policies, practices and procedures;
 - All Q2 new hires and associates, and all those who are involved in the development and approval of policies, practices and procedures, as part of their orientation process; and
 - All third parties who provide goods, services or facilities on behalf of Q2 in the province of Ontario.

Q2 will provide training to all persons set out in section 3a) of this policy whenever changes are made to the policy. All training provided will be appropriate to the duties or the role of the person to whom it is provided. Q2 will keep a record of all training that it provides under this policy.

4) INFORMATION AND COMMUNICATION STANDARDS

4.1 Feedback

Q2 will ensure that the process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request.

4.2 Accessible Formats and Communication Supports

Upon request, Q2 will provide, or will arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs.

- a) Q2 will consult with the person making the request.
- b) Q2 will also notify the public about the availability of accessible formats and communication supports.

4.3 Accessible Websites and Web Content

Q2 will ensure that its Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

5) EMPLOYMENT STANDARDS

5.1 Recruitment and Candidate Screening Process

Q2 will provide notification to the public that in its recruitment process, accommodations are available for applicants with disabilities. If an applicant requests an accommodation during the screening and recruitment process, Q2 will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

During the screening process, Q2 will notify the applicants of its policies for accommodating candidates with disabilities.

5.2 Informing Employees of Supports

Q2 will provide information on its policies (and any updates to those policies) that support employees with disabilities, including policies on the provision of position accommodations that take into account an employee's accessibility needs. This information will be provided to new employees as soon as practicable upon hire.

5.3 Accessible Formats and Communication Supports for Employees

Upon the request of employees with a disability, Q2 will consult with them to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the tasks of her position and information that is generally available to others.

If Q2 cannot convert the information into the requested format, it will let the individual know why and which format Q2 will provide.

6) EMERGENCY RESPONSE INFORMATION

Q2 will provide individualized emergency response information for employees who have a disability, if the disability requires individualized information, and if Q2 is aware of the need for accommodation. Q2 will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, Q2 will, with the individual's consent, provide emergency response information to the person designated by Q2 to provide assistance to the individual.

7) EMPLOYMENT STANDARDS

7.1 Recruitment

Q2 will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

7.2 Recruitment, Assessment or Selection Process

Q2 will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Q2 will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

7.3 Notice to Successful Applicants

When making offers of employment, Q2 will notify the successful applicant of its policies for accommodating employees with disabilities.

7.4 Informing Employees of Supports

Q2 will inform its employees of its policies (and any updates to those policies) used to support with disabilities, including policies on the provision of job accommodations that take into account an employee accessibility needs due to disability. This information will be provided to new employees as soon as practicable after they commence employment.

7.5 Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Q2 will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

7.6 Workplace Emergency Response Information

Q2 will provide individualized workplace emergency response information to employees who have a disability, if the disability requires individualized information, and if Q2 is aware of the need for accommodation. Q2 will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, Q2 will, with the consent of the employee, provide the workplace

emergency response information to the person designated by Q2 to provide assistance to the employee.

Q2 will review the individualized workplace emergency response information when the employee moves to a different location in the organization, at which time the employee's overall accommodations needs or plans are reviewed.

7.7 Documented Individual Accommodation Plans

Q2 will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

7.8 Return to Work Process

Q2 maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps Q2 will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute.

7.9 Performance Management, Career Development and Advancement

Q2 will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.



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ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

INTEGRATED ACCESSIBILITY STANDARDS – Multi-Year Plan – Q2 Management Inc.

Part 1 – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Initial Accessibility Policy drafted and approved July 20, 2017 Updated Policy March 11, 2024	Completed	July 20, 2017
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Multi-Year Accessibility Plan drafted for executive approval on March 6, 2024. Plan approved on March 11, 2024 Will be reviewed ongoing until all requirements have been met.	Ongoing	March 8, 2024

7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	<p>Determined training provider options</p> <p>HR Personnel trained on AODA compliance as of June 29, 2021.</p> <p>Training implemented on internal training platform (Insight) by March 11, 2024.</p> <p>Outstanding training requirements to be compliant by March 31, 2024.</p>	Ongoing	March 31, 2024
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PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Feedback channel By phone: (888) 510 0664 By email: employment@q2management.com	Completed	January 19, 2017
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person’s accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	To be assessed on a case by case basis Support provided by HR	Completed	January 19, 2017
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	To be assessed on a case by case basis Support provided by HR	Ongoing	January 19, 2017
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Notice created June 25, 2021 Notice to be posted in conspicuous areas, including: - Business Entrance - Company Website This information can be provided in an alternate format upon request	Completed	June 25, 2021

13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency Response Plan in place Emergency Assistance Memo prepared and implemented	Completed	July 20, 2017
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Guidelines provided to IT Department IT Manager confirmed compliance with WCAG 2.0, Level AA New website developed in 2023	Completed	June 28, 2021

PART III – Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Disability Accommodation statement posted in UKG Disability Disclosure Form available during hiring process in UKG Notice of Disability Accommodations in each job posting	Completed	January 1, 2022
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Disability Accommodation statement posted in UKG Recruiters will engage and consult with candidates during screening process Review of recruitment processes to ensure barriers are removed or accessible features provided upon request.	Completed	January 1, 2022
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Recruiters will engage and consult with candidates during employment offer stage	Completed	July 20, 2017
25	Informing Employees of Support	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision	Disability Accommodations process outlined in Employee Handbook	Completed	January 20, 2022

		of job accommodations that take into account an employee's accessibility needs due to disability.			
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Accessibility Policy incorporated into Onboarding stage in UKG Alternate formats available upon request	Completed	March 31, 2024
25		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Policy changes will be posted internally with acknowledgement required by existing employees. Policies will be updated accordingly in Onboarding documentation to be acknowledged by new hires. Updated policies to be posted in conspicuous areas for the public.	Ongoing	January 1, 2022
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	Disability Accommodations process outlined in Employee Handbook HR to engage with employees on a case by case basis, as accommodation requests are received.	Completed	January 20, 2022
26		26.2. The employer shall consult with the employee making the request in determining the	HR will consult with employees on a case by case basis	Ongoing	January 19, 2017

		suitability of an accessible format or communication support.			
27	Workplace Emergency Response Information	27.(1) Every employer shall provide 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 due to the employee's disability.	Emergency Assistance memo and process established	Completed	July 20, 2017
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Process in place	Completed	July 20, 2017
27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Employee to complete a self-assessment form for HR to utilize in developing an individualized emergency response plan.	Completed	July 20, 2017
27		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the	Process in place	Completed	July 20, 2017

		organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.			
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Individual Accommodations Plan process established	Completed	July 20, 2017
28		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a 	<p>All items outlined in the Individual Accommodations Plan.</p> <p>Acknowledgement and agreement upon accommodations by employee and employer.</p>	Completed	July 20, 2017

		<p>bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	<p>HR to consult with employees on a case by case basis.</p> <p>HR will utilize a sample Return to Work Process and Plan</p>	Completed	January 19, 2017

29		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>			
29		<p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>			January 19, 2017
30	Performance Management	<p>30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	HR to manage on a case by case basis and guide leadership on their performance feedback.	Ongoing	January 19, 2017
31	Career Development & Advancement	<p>31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	HR to manage on a case by case basis.	Ongoing	January 19, 2017



Notice of Temporary Service Disruption

Policy

It is the policy of Q2 Management Inc. to provide notice of service disruption when they are expected to have a significant impact on the ability of persons with disabilities to access our services or facilities.

Purpose

The purpose of this policy is to provide information on where a notice of temporary disruption will be posted and the information it must include. The procedure describes the process of providing notification of unplanned and planned service disruptions.

Procedures

A notice of temporary disruption will be placed on the front door at Q2 Management's location, as well as in any conspicuous areas of the facility.

The Notice of Disruption will include the following:

- Type of disruption
- Reason for disruption
- Anticipated duration of disruption
- Description of alternate location or services, if any
- Contact information for Human Resources

Notice of planned service disruption:

- In the event of a planned disruption, Q2 Management will provide reasonable notice of the disruption. Reasonable notice is defined as 10 business days or as soon as possible. The notice will be shared via postings in conspicuous locations, as well as through other available communication channels.

Notice of unplanned disruption:

- In the case of an unplanned disruption, Q2 Management will post notices of such disruption as soon as practicable, in the affected areas. Information regarding the disruption will also be made available via any communication channels available at that time.



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NOTICE OF TEMPORARY SERVICE DISRUPTION

Which service is disrupted? E.g. meeting cancelled, access limited, technology unavailable:

Service has been disrupted because:

Service is expected to resume:

We apologize for any inconvenience this may
have caused.

Posted by:

Posted on:

For additional information please contact:

Human Resources: (888) 510 0664 ext. 203