

POLICY of UPS SCS, Inc.

Accessibility for Persons with Disabilities

1. PURPOSE AND POLICY STATEMENT

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

This policy implements the requirements of the Integrated Accessibility Standards (O. Reg. 191/11).

2. DEFINITIONS

“Disability” means:

- (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 physical 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 a developmental disability,
- (c) a learning disability, or a 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*.

3. STATEMENT OF COMMITMENT

UPS SCS Inc. 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 and meeting accessibility requirements under the Act.

4. APPENDICES

Appendix A Accessibility Standards for Customer Service Policy

Appendix B Integrated Accessibility Standards Policy

Appendix C Multi-Year Accessibility Plan

APPENDIX A

POLICY of UPS SCS, Inc

Accessibility Standards for Customer Service

1. PURPOSE AND POLICY STATEMENT

The Accessibility Standards for Customer Service (“the Standard”) has been established under the Integrated Accessibility Standards Regulation and the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at UPS SCS, Inc. strive to make our goods and services accessible to people with disabilities. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

2. APPLICATION

The Policy applies to all persons who, on behalf of UPS SCS, Inc., deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

3. DEFINITIONS

3.1 ***Accessibility Report*** – The report required to be filed pursuant to Section 14 of the Act.

3.2 ***Assistive Device*** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

3.3 ***Service Animal*** - An animal is a service animal for a person with a disability,

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

3.4 ***Support Person*** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

3.5 ***“We”, “Our” and “Staff”*** means UPS SCS, Inc. and its employees, volunteers, agents and contractors.

4. CORE PRINCIPLES OF THE POLICY

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- 4.1 **Dignity** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- 4.2 **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- 4.3 **Integration** - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- 4.4 **Independence** – Goods and services should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without the express permission of the person.

5. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

I. Communication

UPS SCS, Inc. strives to communicate with customers, members of the public and other third parties in a manner that is accessible and that takes into account a person's disability. Mediums of accessible communication will be utilized as appropriate.

All persons to whom this Policy applies will receive training on how to interact and communicate with persons with various types of disabilities.

Upon request, UPS SCS, Inc. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is not greater than the cost charged to other persons.

II. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

All persons to whom this Policy applies will receive training on various Assistive Devices that may be used by persons with a disability while accessing UPS SCS, Inc. goods and services.

III. Accessibility at Our Premises

UPS SCS, Inc. will, to the extent reasonably possible, provide services at each our locations in a manner that enables persons with a disability to obtain, use or benefit from our services.

All persons to whom this Policy applies will receive training on how to use facilities or services made available on UPS SCS, Inc. premises to assist persons with a disability to obtain, use or benefit from UPS SCS, Inc. goods and services.

IV. Service Animals

Persons with a disability may enter premises owned and/or operated by UPS SCS, Inc. accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If a service animal must be excluded by law, we will explain the applicable regulations and explore alternative ways to meet the individual's needs.

All persons to whom this Policy applies will receive training on how to interact with persons with a disability accompanied by a Service Animal.

V. Support Persons

A person with a disability may enter premises owned and/or operated by UPS SCS, Inc. with a Support Person and have access to the Support Person while on the premises.

UPS SCS, Inc. may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

All persons to whom this Policy applies will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

UPS SCS, Inc. occasionally holds functions for which it charges attendees an admission fee. We will ensure that, if a separate admission fee is to be charged for a support person, advance notice is provided of the existence and the amount of the admission fee to be charged.

VI. Notice of Temporary Disruptions

UPS SCS, Inc. will notify customers if there is a planned or unexpected disruption of a facility or services that persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of the UPS SCS, Inc. website.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

6. TRAINING AND RECORDS

UPS SCS, Inc. will provide training as required under the Standard to all persons to whom this Policy applies.

A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

B. Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Standard

7. FEEDBACK PROCEDURE

UPS SCS, Inc. welcomes feedback regarding this Policy and its implementation. Feedback may be submitted in writing, by e-mail or by telephone to the AODA Feedback Officer at 1-800-263-2694 (toll free), 905-315-3760 (local) or aodafeedback-ontario@ups.com

8. DOCUMENTATION TO BE MADE AVAILABLE

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of same shall be posted on UPS SCS, Inc. website and at a conspicuous place at each premise to which this Policy applies.

9. FORMAT OF DOCUMENTS

UPS SCS, Inc. will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

APPENDIX B

POLICY of UPS SCS, Inc

Integrated Accessibility Standards

1. PURPOSE AND POLICY STATEMENT

The Integrated Accessibility Standards (“the Standard”) has been established under the Act to set out accessibility standards specific to information and communications, employment, transportation, the design of public spaces and customer service for public and private sector organizations that provide goods, services or facilities to the public or other third parties.

We at UPS SCS, Inc. strive to make our goods and services accessible to people with disabilities. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

2. APPLICATION

The Policy addresses how UPS SCS, Inc. achieves accessibility pursuant to the Standard. It provides overall strategic direction that will be followed to meet the accessibility needs of persons with disabilities. This Policy applies to all employees, volunteers, agents and contractors.

3. DEFINITIONS

3.1 Accessible Formats: May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

3.2 Communications: The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

3.3 Communication Supports: May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

3.4 Web Content Accessibility Guidelines (WCAG): World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0”.

4. GENERAL PROVISIONS

4.1 Accessibility Plans

UPS SCS, Inc. will prepare a multi-year Accessibility Plan (“Plan”) which will outline a phased in strategy to prevent and remove barriers and meet the requirements of the Standard. The Plan

will be reviewed and updated once every five years. A copy of the plan is attached at “Appendix C”

4.2 Procuring or Acquiring Goods, Services, or Facilities

UPS SCS, Inc. shall incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. In the event it is not practicable to do so, an explanation will be provided upon request.

4.3 Training

UPS SCS, Inc. will ensure that training is provided as required by the Standard. The content of the training will include the requirements of the accessibility standards referred to in the Standard and the *Human Rights Code* as it pertains to persons with disabilities. The training provided shall be appropriate to the duties of those being trained.

5. INFORMATION AND COMMUNICATIONS STANDARDS

UPS SCS, Inc. strives to communicate in a manner that is accessible and that takes into account a person’s disability. Mediums of accessible communication will be utilized as appropriate.

All persons to whom this Policy applies will receive training on how to interact and communicate with persons with various types of disabilities.

5.1 Accessible Formats and Communication Support

Upon request, UPS SCS, Inc. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is not greater than the cost charged to other persons.

5.2 Emergency Procedure, Plan or Public Safety Information

Where UPS SCS, Inc. prepares emergency procedures, plans or public safety information and makes the information available to the public, UPS SCS, Inc. shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

5.3 Accessible Websites and Web Content

UPS SCS, Inc. shall make its internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) as required by the Standard.

6. EMPLOYMENT STANDARDS

UPS SCS, Inc. is committed to fair and accessible employment practices and policies.

6.1 Recruitment

UPS SCS, Inc. shall notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Specifically, UPS SCS, Inc. 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;
- if a selected applicant requests an accommodation, 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;
- notify successful applicants of the policies for accommodating employees with disabilities when making offers of employment.

6.2 Informing Employees of Supports

UPS SCS, Inc. shall inform its employees of its policies used to support its 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.

This information shall be provided to new employees as soon as practicable after they begin their employment and shall be updated for all employees whenever there is a change to the existing policies.

6.3 Accessible Formats and Communication Supports for Employees

Upon request by an employee with a disability, UPS SCS, Inc. shall consult with the employee to provide or arrange for the provision of suitable accessible formats and communication supports for:

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace.

6.4 Workplace Emergency Response Information

UPS SCS, Inc. 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. UPS SCS, Inc. shall provide the information as soon as practicable after becoming aware of the need.

If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, UPS SCS, Inc. shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

UPS SCS, Inc. shall review the individualized workplace emergency response information:

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

6.5 Documented Individual Accommodation Plans

UPS SCS, Inc. shall develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. More information is contained in the UPS SCS, Inc. Accommodation Policy and the UPS SCS, Inc. Employee Reference Guide – Canada.

Individual accommodation plans shall, if requested, include any information regarding accessible formats and communications supports provided; if requested, include individualized workplace emergency response information; and identify any other accommodation that is to be provided.

6.6 Return to Work Process

UPS SCS, Inc. shall have in place a documented return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. More information is contained in the UPS SCS, Inc. Accommodation Policy and the UPS SCS, Inc. Employee Reference Guide – Canada.

6.7 Performance Management, Career Development and Advancement, Redeployment

UPS SCS, Inc. shall take into account the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement ; and
- Using redeployment.

More information is contained in the UPS SCS, Inc. Accommodation Policy and the UPS SCS, Inc. Employee Reference Guide – Canada.

7. DESIGN OF PUBLIC SPACES STANDARDS

UPS SCS, Inc. is committed to designing public spaces that are free from barriers and accessible to all persons we serve. UPS SCS, Inc. will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped.

8. FEEDBACK

UPS SCS, Inc. welcomes feedback regarding this Policy and its implementation. Feedback may be submitted in writing, by e-mail or by telephone to the AODA Feedback Officer at 1-800-263-2694 (toll free), 905-315-3760 (local) or aodafeedback-ontario@ups.com

APPENDIX C

POLICY of UPS SCS, Inc

Multi-Year Accessibility Plan – Reviewed and Updated November 30, 2023

The charts below identify the specific AODA statutory requirements that UPS SCS Inc. must comply with and the timelines for same.

Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)

STATUTE SECTION NUMBER	REQUIREMENT	COMPLIANCE DEADLINE	OWNER	NOTES
AODA 14(1)-(4) Integrated Accessibility Standard 86.1	<u>Accessibility report</u> UPS SCS, Inc. must file an accessibility report with a director annually or at such other times as the director may specify. Accessibility reports shall be made available to the public. Reports are in a form to be developed by the government.	Every 3 years. First report due December 31, 2014.	HR Department	

<p>AODA 15(1)-(2)</p>	<p><u>Contents of accessibility report</u></p> <p>An accessibility report shall include a statement verifying that it includes all the required information.</p> <p>Reports shall be signed by the individual preparing the report or by a director, a senior officer or other responsible person with authority to bind the organization.</p> <p>If a report is filed electronically, an electronic signature (as defined in the AODA) is permissible.</p>	<p>Every 3 years. First report due December 31, 2014.</p>	<p>HR Department</p>	
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Integrated Accessibility Standards: GENERAL

SECTION NUMBER	REQUIREMENT	COMPLIANCE DEADLINE	OWNER	NOTES
Integrated Accessibility Standard 3(1)-(4)	<p><u>Establishment of accessibility policies</u></p> <p>UPS SCS, Inc. shall develop, implement and maintain policies governing how the organization will achieve accessibility in accordance with the Integrated Accessibility Standards.</p> <p>UPS SCS, Inc. shall include a statement of organizational commitment, prepare written documents describing its policies, make the documents publicly available and provided in an accessible format upon request.</p>	January 1, 2014	HR Department	DONE

<p>Integrated Accessibility Standard 4(1), 4(4)</p>	<p><u>Accessibility plans</u></p> <p>UPS SCS, Inc. shall prepare, document and post on their website, and provide in accessible format upon request, a multi-year accessibility plan outlining how it intends to prevent and remove barriers to accessibility.</p> <p>The plan must be reviewed and updated at least once every five years.</p>	<p>January 1, 2014</p>	<p>HR Department</p>	<p>DONE (updated November 30, 2023)</p>
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<p>Integrated Accessibility Standard 7(1)-(6)</p>	<p><u>Training</u></p> <p>UPS SCS, Inc. must provide training on the requirements of the accessibility standards in the <i>Regulation</i> and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to their employees, volunteers, persons who participate in developing the organization’s policies, and all other persons who provide goods and services on behalf of the organization.</p> <p>The training shall be appropriate to the duties of these individuals, and is to be provided as soon as practicable and any time after any changes are made to the accessibility policies.</p> <p>UPS SCS, Inc. must keep a record of training, including the dates the training was provided and the number of individuals to whom it was provided.</p>	<p>January 1, 2015</p>	<p>HR Department</p>	<p>Training was completed for all existing employees by the compliance date of January 1, 2015. Further training/ refresher training was conducted in 2023. New employees will continue to be trained as part of the onboarding process.</p> <p>Records are maintained of all training.</p>
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Integrated Accessibility Standards: INFORMATION AND COMMUNICATION STANDARDS

SECTION NUMBER	REQUIREMENT	COMPLIANCE DEADLINE	OWNER	NOTES
<p>Integrated Accessibility Standard 11(1)-(4)</p>	<p><u>Feedback</u> UPS SCS, Inc. will have to ensure that the processes are accessible by providing accessible formats and communication supports upon request. UPS SCS, Inc. must notify the public about the availability of accessible formats and communication supports.</p>	<p>January 1, 2015</p>	<p>HR Department</p>	<p>Existing feedback processes (implemented under s. 7 of the Customer Service Standard) can be made accessible by providing formats and communication supports upon request.</p>

<p>Integrated Accessibility Standard 12</p>	<p><u>Accessible formats and communication supports</u></p> <p>UPS SCS, Inc. must, upon request, provide or arrange for the provision of accessible formats and communication supports: (1) in a timely manner that takes into account the disabled person’s accessibility needs; and (2) at a cost not exceeding the regular cost charged to other persons.</p> <p>UPS SCS, Inc. must consult with the person making the request on the suitability of an accessible format or communication support.</p> <p>UPS SCS, Inc. must notify the public about the availability of accessible formats and communication supports.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>Accessible formats and communication supports are provided, upon request and in consultation with the person making the request. The availability of accessible formats and communications is provided via the posted policy and plan.</p>
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<p>Integrated Accessibility Standard 13(1)-(2)</p>	<p><u>Emergency procedure, plans or public safety information</u></p> <p>If UPS SCS, Inc. has prepared emergency procedures, plans or public safety information that are available to the public, it must also make such information available in an accessible format or with appropriate communication supports, as soon as practicable and upon request.</p>	<p>January 1, 2012</p>	<p>HR Department</p>	<p>Existing emergency procedures, plans or public safety information can be made accessible by providing appropriate communication supports upon request.</p>
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<p>Integrated Accessibility Standard 14(2),(4)</p>	<p><u>Accessible websites and web content</u> UPS SCS, Inc. must make its 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.</p>	<p>January 1, 2014: New websites and web content on those sites must conform with WCAG 2.0 Level A January 1, 2021: All websites and web content must conform with WCAG 2.0 Level AA (subject to limited exceptions)</p>	<p>HR Department</p>	<p>DONE</p>
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Integrated Accessibility Standards: EMPLOYMENT ACCESSIBILITY STANDARDS

SECTION NUMBER	REQUIREMENT	COMPLIANCE DEADLINE	OWNER	NOTES
<p>Integrated Accessibility Standard 22</p>	<p><u>Recruitment</u> UPS SCS, Inc. shall notify their employees and the public about the availability of accommodation for applicants with disabilities in their recruitment process.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>DONE</p>
<p>Integrated Accessibility Standard 23(1)-(2)</p>	<p><u>Recruitment, assessment or selection process</u> UPS SCS, Inc. must notify job applicants when they are selected to participate further in the selection process that accommodation is available upon request in relation to the materials or processes to be used. Employers must consult with an applicant who is selected and who requests an accommodation and must provide or arrange for the provision of “suitable” accommodation.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>Applicants are notified of accommodation in the recruitment process and, if selected, suitable accommodation will be made available upon request.</p>

<p>Integrated Accessibility Standard 24</p>	<p><u>Notice to successful applicants</u> When making offers of employment, all employers must notify the successful applicant of their policies for accommodating persons with disabilities.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>Notice is provided to successful applicants.</p>
<p>Integrated Accessibility Standard 25(1)-(3)</p>	<p><u>Informing employees of supports</u> UPS SCS, Inc. must inform all employees of their policies (and any updates to those policies) used to support employees with disabilities, including information on accommodation. New employees are to receive this information as soon as practicable after they start employment.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>DONE</p>

<p>Integrated Accessibility Standard 26(1)-(2)</p>	<p><u>Accessible formats and communication supports</u></p> <p>Where a disabled employee requests it, UPS SCS, Inc. must consult with the employee to provide or arrange to provide accessible formats and communication supports for information needed to perform his or her job and information that is generally available to other employees.</p> <p>In determining the suitability of an accessible format or communication support, UPS SCS, Inc. shall consult with the employee making the request.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>Communication supports and accessible formats are available, upon request, and determined in consultation with the employee making the request.</p>
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<p>Integrated Accessibility Standard 27(1)-(5)</p>	<p><u>Workplace emergency response information</u></p> <p>UPS SCS, Inc. must provide individualized workplace emergency response information to disabled employees if individualized information is necessary based on the type of disability and if the employer is aware of the need for accommodation.</p> <p>This information must be provided as soon as practicable after becoming aware of the need for such accommodation.</p> <p>This workplace response information may be shared with a person designated by the employer to provide assistance to the disabled employee if the disabled employee consents.</p> <p>Individualized workplace emergency response information must be reviewed if the disabled employee moves to a different work location in the organization, when his or her overall accommodation needs or plans are reviewed, and when UPS SCS, Inc. reviews its general emergency response policies.</p>	<p>January 1, 2012</p>	<p>HR Department</p>	<p>Individualized workplace emergency response plans and information is provided where a need for same has been identified and are reviewed and updated as required.</p>
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<p>Integrated Accessibility Standard 28(1)-(3)</p>	<p><u>Documented individual accommodation plans</u></p> <p>UPS SCS, Inc. must develop a written process to develop documented individual accommodation plans for disabled employees.</p> <p>The written process must address a number of required elements set out in the Integrated Accessibility Standards, including, for example, the manner in which the disabled employee requesting accommodation can participate in the development of the plan, the means by which the employee is assessed on an individual basis, and the manner by which an employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in its determination on whether accommodation can be achieved.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>The Accommodation Policy sets out the accommodation process, including the development of individualized accommodation plans.</p>
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<p>Integrated Accessibility Standard 29(1)-(3)</p>	<p><u>Return to work process</u></p> <p>UPS SCS, Inc. must develop, implement and document 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.</p> <p>The return to work process shall outline the steps UPS SCS, Inc. will take to facilitate the return to work and must include a documented individual accommodation plan.</p> <p>This return to work process does not replace or override any other return to work process created by or under any other statute.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>A return to work process has been developed and implemented and is documented in the Accommodation Policy.</p>
<p>Integrated Accessibility Standard 30(1)-32(1)</p>	<p><u>Performance management, career development and advancement, and redeployment</u></p> <p>If UPS SCS, Inc. conducts performance management, provides career development and advancement to employees, or engages in employee redeployment, it must take into account the accessibility needs of disabled employees, as well as individual accommodation plans.</p>	<p>January 1, 2016</p>	<p>HR Department</p>	<p>DONE</p>

Integrated Accessibility Standards: DESIGN OF PUBLIC SPACES STANDARDS

SECTION NUMBER	REQUIREMENT	COMPLIANCE DEADLINE	OWNER	NOTES
Integrated Accessibility Standard 80.21-80.31	<u>Exterior paths of travel</u> Newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience must meet the technical building requirements set out in the Standard.	January 1, 2017	HR Department	This Part applies to public spaces that are newly constructed or redeveloped on and after January 1, 2017
Integrated Accessibility Standard 80.32-80.39	<u>Accessible Parking</u> When constructing new or redeveloping off-street parking facilities, the off-street parking facilities must meet the requirements set out in the Standard	January 1, 2017	HR Department	This Part applies to public spaces that are newly constructed or redeveloped on and after January 1, 2017

<p>Integrated Accessibility Standard 80.40-80.41</p>	<p><u>Service Counter</u> All newly constructed service counters must meet the requirements set out in the Standard.</p>	<p>January 1, 2017</p>	<p>HR Department</p>	<p>This Part applies to public spaces that are newly constructed or redeveloped on and after January 1, 2017</p>
<p>Integrated Accessibility Standard 80.40 & 80.43</p>	<p><u>Waiting Area</u> All newly constructed or redeveloped waiting areas must meet the requirements set out in the Standard.</p>	<p>January 1, 2017</p>	<p>HR Department</p>	<p>This Part applies to public spaces that are newly constructed or redeveloped on and after January 1, 2017</p>
<p>Integrated Accessibility Standard 80.44</p>	<p><u>Maintenance</u> multi-year accessibility plans include the following: <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. </p>	<p>January 1, 2017</p>	<p>HR Department</p>	<p>This Part applies to public spaces that are newly constructed or redeveloped on and after January 1, 2017</p>

