



## Accessibility for Ontarians with Disabilities Act Policy (Canada)

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This Accessibility for Ontarians with Disabilities Act Policy (the “Policy”) applies to all employees of Lorex Technology Inc. (the “Company” or “we” or “us”). Independent contractors, consultants and service providers providing services to the Company are also expected to abide by the terms of this Policy. If you are not an employee of Lorex Technology Inc., please consult your supervisor or your local Human Resources Department for your entity- or jurisdiction-specific policy.

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## 1. Purpose

We are committed to providing equal access and participation for people with disabilities. This Policy outlines our strategy to achieve accessibility and otherwise meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA").

## 2. Definitions

In this Policy, the following terms have the meaning set forth below:

"Accessible Format(s)" means formats that are an alternative to standard print and are accessible to persons with disabilities. Accessible Formats may include large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

"Assistive Device" means any device used to assist a person in performing a particular task(s) or to aid that person in activities of daily living. This may include a wheelchair, screen reader, listening device or cane.

"Communication Support(s)" means supports that persons with disabilities may need to access information. Communication Supports may include captioning, alternative and augmentative supports, plain language, sign language and other supports that facilitate effective communications.

"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 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* (Ontario).

"employee(s)": means any employee of the Company.

"Service Animal": an animal is a "service animal" for a person with a disability if:

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

"Support Person": means an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Medical needs may include monitoring an individual's health or providing medical support by being available in the event of a seizure.

### **3. Customer Service Standard**

We are committed to providing an equal opportunity to all of our customers. We will make every effort to ensure that this Policy and related practices and procedures are consistent with the following four core principles:

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

#### **3.1 Assistive Devices**

Persons with disabilities may use their own Assistive Devices when accessing the Company's goods, services and/or facilities.

In cases where such 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 the Company's goods, services and/or facilities.

Employees will receive training on the various types of Assistive Devices that may be used by persons with disabilities while accessing the Company's goods, services and/or facilities.

#### **3.2 Service Animals**

Persons with disabilities that are accompanied by a Service Animal will be allowed to access the Company premises that are open to the public and keep the animal with them unless otherwise excluded by law. If a Service Animal must be excluded from the premises, we will provide the individual with the reasons for the exclusion and explore alternative ways to meet the individual's needs.

If it is not readily apparent that the animal is a Service Animal, we may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the Service Animal for reasons relating to their disability.

Employees will receive training on how to interact with persons with disabilities accompanied by a Service Animal.

### 3.3 Support Persons

Persons with disabilities may enter premises owned and/or operated by the Company with a Support Person and have unobstructed access to the Support Person while on the premises.

We may require persons with disabilities 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 and safety of others on the premises.

Employees will receive training on how to interact with persons with disabilities who are accompanied by a Support Person.

### 3.4 Notice of Temporary Disruptions

We will notify customers if there is a planned or unexpected disruption of facilities or services typically used by persons with disabilities in order to access our goods, services or facilities. The notice will be posted on our website.

The notice will include the following information: (a) the facility or service that is unavailable; (b) the anticipated duration of the disruption; (c) the reason for the disruption; and (d) alternative facilities or services, if available.

### 3.5 Feedback

We welcome and appreciate feedback on how we provide accessible customer service. Feedback can be provided in the following ways:

- By telephone at (905) 946-8589 ext. 128,
- By mail: Attention Human Resources  
250 Royal Crest Court  
Markham, Ontario, L3R 9Y2,
- Through our website: <https://www.lorextechnology.com/>, or

- By e-mail: [hr@lorextechnology.com](mailto:hr@lorextechnology.com)

We will ensure that our feedback process is accessible to people with disabilities by providing or arranging for Accessible Formats and Communication Supports, on request.

We will respond to feedback within five (5) business days of receipt of the feedback.

#### **4. Employment Standards**

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

##### **4.1 Recruitment, Assessment and Selection Processes**

We will notify job applicants about the availability of accommodation for persons with disabilities in our 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.

##### **4.2 Notice to Successful Applicants**

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

##### **4.3 Informing Employees of Supports**

We will continue to inform employees of our 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.

##### **4.4 Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, we 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, we reserve the flexibility to decide on the most appropriate Accessible Formats or Communication Supports for employees (based on the needs of the specific employee and our capacity to provide the support).

##### **4.5 Documented Individual Accommodation Plans**

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

#### 4.6 Return to Work Process

We 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 we will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

#### 4.7 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.

#### 4.8 Workplace Emergency Response Information

We will provide individualized workplace emergency response information to all employees with disability, if the individual so requires. This information can also be provided to the employee who is designated to assist the employee with disabilities.

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, the Company reviews its general emergency response plans.

### **5. Training**

We will provide training as required under the AODA to all persons to whom this Policy applies as well as to the individuals charged with developing this Policy and related procedures and practices.

Training will include:

- A review of the purpose of the AODA and requirements of the standards set out in the AODA;
- A review of this Policy;
- How to interact and communicate with persons with various types of visible and non-visible disabilities;
- How to interact with persons with disabilities who use an Assistive Device or require the assistance of a Service Animal or Support Person;
- How to use equipment and/or devices made available to assist persons with disabilities with obtaining, using or benefiting from the Company's goods, services or facilities; and

- What to do if a person with a disability is having difficulty accessing the Company's goods, services and/or facilities.

The training will be provided to all employees to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties and training will be provided on an ongoing basis in accordance with changes to this Policy and its related practices and procedures.

We will maintain records of the training provided including the dates on which the training is provided and the number of individuals to whom it is provided.

## **6. Information and Communications Standards**

### **6.1 Availability of Documents**

This Policy will be made available to any member of the public upon request.

We will provide this Policy or documents relating to this Policy in an Accessible Format or with Communication Support, on request. We will create, provide and receive information and communications in a way that is accessible for persons with disabilities.

### **6.2 Feedback**

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

### **6.3 Accessible Formats**

Upon request, we 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. We 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.

We will ensure that our websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG") 2.0 Level AA, except where this is impracticable, as outlined by the Integrated Accessibility Standards.

## **7. Changes to Existing Policies**

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

*[End of Policy]*