

Human Resources

Accessible Employment Policy (Ontario and Manitoba)

Statement of Organizational Commitment

Rentokil Terminix Canada (the “Company”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (the “AODA”), the Accessibility for Manitobans Act (the “AMA”) and Manitoba and Ontario’s accessibility laws.

The Company is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code and Manitoba Human Rights Code respecting non-discrimination.

The Company understands that obligations under the AODA, AMA and their accessibility standards do not substitute or limit its obligations under provincial human rights legislation, or obligations to people with disabilities under any other law.

The Company is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Scope

This Policy applies to all Colleagues in the Provinces of Ontario and Manitoba.

For the purposes of this Policy, “Representative” means colleagues, volunteers, others that provide goods or services on the Company’s behalf and all those who are involved in the development of the Company’s policies, practices and procedures.

Training

We are committed to training all Representatives in accessible customer service, Manitoba and Ontario’s accessibility standards and aspects of the Manitoba and Ontario Human Rights Codes that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization’s policies; and
- b) all other persons who provide goods, services, or facilities on behalf of the organization

Training of our Representatives on accessibility relates to their specific roles and will be appropriate for the Representative’s duties. Training includes:

- for colleagues in Ontario, the purpose of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements of the Integrated Accessibility Standards and the Ontario Human Rights Code as it pertains to persons with disabilities
- for colleagues in Manitoba, a review of the Accessibility for Manitobans Act, the Accessible Employment Standard Regulation and the Manitoba Human Rights Code
- how employment opportunities may be made accessible to persons with disabilities
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization’s goods, services, or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

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

Accessible Customer Service

Addendum:

The Company is committed to providing access to goods and services to its customers in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with applicable accessibility legislation. To that end, the Company recognizes the importance of:

- Providing integrated access to goods and services for individuals with disabilities;
- Openly communicating and responding to the needs of customers with disabilities in order to provide them with excellent customer service; and
- Complying with the mandatory Customer Service Standard addressed under the AODA and the AMA.

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 our goods, services, or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site, or that we provide, that may be used by customers with disabilities while accessing our goods, services, or facilities.

Communication

We will work with the person with disabilities to determine what method of communication works for them. Representatives will consider how a customer's disability may affect the way that the customer expresses, receives or processes communications and, where possible, they will ask the customer how to best communicate with them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for 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

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services, or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

A fee will not be charged for support persons.

In certain cases, the Company might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before deciding, this Rentokil Terminix Canada will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services, facilities or an accessibility feature for customers with disabilities, Rentokil Terminix Canada will notify customers promptly by posting a notice. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

- posted on our Company website
- posted at the site location

Feedback Process

Rentokil Terminix welcomes feedback on how we provide accessible customer service, including feedback regarding the accessibility of those services and the Company's feedback process itself. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Email the HR Department at HRCanada@terminix.com
- Feedback can also be provided in-person and over the phone

All feedback, including complaints, will be handled in the following manner:

- Will be directed to the HR Director
- Outside of extenuating circumstances, Customers can expect an acknowledgment of their feedback to be issued in three (3) days

The acknowledgment will indicate when the matter will be addressed, and when the individual will be notified further with respect to the matter. Correspondence with the individual will take into account their accessibility needs and will be provided in accordance with the Company's commitment to accessible information and communication supports, described below.

Notice of Availability of Documents

The Company notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- posted on our Company website at <https://terminix.ca/> and <https://www.rentokil.com/ca/>

Rentokil Terminix will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information And Communications

The Company will endeavor to create, provide and receive information and communications in ways that are accessible to people with disabilities. The Company will notify the public about the availability of accessible formats and communication supports. When asked, the Company will provide information about the Company and its services, communications made available to the Company's customers and the public (including this policy), and any publicly available emergency procedures, plans or public safety information in accessible formats or with communication supports.

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

The Company will provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons. The Company will consult with the person making the request to determine the suitability of any accessible format or communication support provided.

If the Company determines that it is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, the Company shall, upon request, provide the person that requires the information with an explanation as to why the information or communications are unconvertible; and a summary of the unconvertible information or communications.

Website Accessibility

Except where not practicable, the Company will ensure that its current internet website(s), web content (backdated to 2012) and web-based applications conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (other than success criteria 1.2.4 and 1.2.5).

Employment

We notify colleagues, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating colleagues with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to colleagues whenever there is a change to existing policies on the provision of job accommodation that consider an colleague's accessibility needs due to a disability.

We will consult with colleagues when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the colleague's job; and
- b) information that is generally available to colleagues in the workplace

Where needed, we will also provide customized emergency information to help a colleague with a disability during an emergency. With the colleague's consent, we will provide workplace emergency information to a designated person who is aiding that colleague during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the colleague's disability.

We will review the individualized workplace emergency response information:

- a) when the colleague moves to a different location in the organization;
- b) when the colleague's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for colleagues, as well as a written process for colleagues who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes consider the accessibility needs of all colleagues.

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.

Availability of this Policy

A copy of this policy will be posted on the Company's corporate website, and on the Company's intranet where applicable.

This policy will be posted on all applicable bulletin boards, distributed during electronic to all colleagues, and also available upon request.

Upon request, the Company will provide or arrange for the provision of this policy, or the information contained in this policy, to the requesting individual in an accessible format or with a communication support in a timely manner that takes into account the person's accessibility needs due to disability and at no cost. In doing so, the Company will consult with the person making the request in determining the suitability of the format or communication support.