

	<b>Apple Express Accessibility Plan</b>	Revision #: 1
		Issue Date: 26/10/2017
		Effective Date: 02/11/2017

## 1. Introduction

This 2014-2021 accessibility plan outlines the policies and actions that Apple Express will put in place to improve opportunities for people with disabilities. Our plan shows how Apple Express will play its role in making Ontario an accessible province for all Ontarians.

Apple Express 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 Ontario's accessibility laws.

Apple Express is committed to providing customers and clients with publically available emergency information in an accessible way upon request. We will also provide associates with disabilities with individualized emergency response information when necessary.

## 2. Past Achievements to Remove and Prevent Barriers

Below is a summary of the accessibility initiatives that Apple Express has completed.

### Customer Service

Apple Express has remained in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 since 2013.

Since 2013, Apple Express has enhanced the customer feedback process to allow customers to provide comments through the website, in addition to providing them via email, phone, or in-person.

### Training

In 2012, Apple Express launched a training program where all independent contractors who that drive and perform deliveries upon Apple Express's behalf, along with Apple Express employees were required to be trained on Accessibility Standards for Customer Service.

## 3. Strategies and Actions

The following are projects and programs that Apple Express plans between now and 2021 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

### Customer Service

Apple Express is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

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## Information and Communication

Apple Express is committed to making our information and communications accessible to people with disabilities. These initiatives include:

- Ensuring that existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.
- All publically available information is made accessible upon request by January 1, 2016.
- Associates responsible for creating informational materials will be provided with awareness training on requirements under the AODA.

Upon request, Apple Express will take the necessary steps to ensure that information is provided in an accessible format based on the individual.

Apple Express will also ensure that all websites and web content conform to WCAG 2.0, Level AA by January 1, 2021. This project will be raised to the IT team to ensure that the website conforms to the requirements.

## Employment

Apple Express is committed to making our information and communications accessible to people with disabilities, and is also committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff, that when requested, Apple Express will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- By 2017, we will include a statement in our job postings that accommodations will be made for candidates and associates with disabilities upon request.
- We will provide training to our recruitment team on supporting candidates with disabilities through the recruitment process.

Apple Express will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for associates that have been absent due to a disability.

- In accordance with Apple Express's Modified Work Program Policy, prior to returning to work, Apple Express will review any accommodation recommendations made by the associate's physician to determine the individual accommodation plan requirements.
- The individual accommodation plan will be reviewed with the associate and the associate's manager to ensure agreement by all parties.
- Once the associate has returned to work, the program will be monitored and reviewed periodically to ensure that the goals of the program are met.

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We will take the following steps to ensure the accessibility needs of associates with disabilities are taken into account if Apple Express is using performance management, career development and redeployment processes.

- Documentation is presented in a format that takes the associate’s disability into account.
- The accessibility needs of the individual will be taken into account when determining performance management, career development opportunities as well as redeployment.

Apple Express will take the following steps to prevent and remove any accessibility barriers that are identified.

- Provide the appropriate accommodations to associates are required.
- Review employment systems to ensure that the needs of associates with disabilities are identified, this will include asking associates directly for feedback.

Moreover, sections within the Employee Handbook concerning AODA were initially implemented in 2013 and have been continuously revised and updated to reflect current best practices.

### Training

Apple Express 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.

As part of its ongoing training campaign, Apple Express has been continually providing training to all independent contractors and brokers who perform deliveries on the company’s behalf.

Apple Express will provide training to associates, volunteers, and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of associates, volunteers, and other staff members.

Apple Express has taken the following steps to ensure associates are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015.

- All associates will receive training on the AODA during their New Hire Orientation effective April 2013.

## 4. For More Information

For more information on this accessibility plan, please contact [accessibility@appleexpress.com](mailto:accessibility@appleexpress.com). Accessible formats of this document are available upon request.