



QUANTUM

LIFECYCLE PARTNERS LP

Accessibility for Ontarians with Disabilities Act **AODA**

Our Commitment

Quantum Lifecycle Partners LP believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated standards and regulations.

All goods and services provided by Quantum shall follow the principles of dignity, independence, integration and equal opportunity. The Organization is committed to preventing, identifying and removing barriers that impede the ability of persons with disabilities to access our goods and services. This includes employees, customers, volunteers, suppliers and contractors and is very much a part of our commitment to a diverse and inclusive workplace.

Quantum understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Quantum will endeavor to identify and remove barriers to access for people with disabilities. To do so, Quantum will permit personal assistive devices and the use of service animals and support persons, subject to clarifying the potential consequences with support persons for solicitor-client privileged communications.

Training

Quantum has and will continue to develop and implement an accessibility training program for its employees, management, and temporary workers. Quantum has and will continue to provide training to its current and new employees and temporary contract workers on the requirements of the Accessibility Legislation as it relates to persons with disabilities and on the accommodations available to persons with disabilities. Quantum maintains a record of who was trained and when.

Communication

Quantum's published content meets and shall continue to meet the requirements of the AODA thereby ensuring that our published content is accessible to persons with disabilities. Quantum has and will continue to take appropriate steps to make sure that our websites and web content conform, where practicable, with the World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG"). Quantum is committed to ensuring that all of its web content, including websites, will conform with WCAG 2.0 Level.



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Employment

Quantum is committed to be an employer of choice in Ontario and in Canada by creating a workplace that prevents and removes barriers to accessibility. To achieve this commitment and to comply with the requirements of the AODA, the Organization took the following steps:

- advise applicants during the recruitment process of the availability, upon request, of accommodation for persons with disabilities;
- provide or arrange for the provision of suitable accommodations during the recruitment process, upon request, for persons with disabilities who have been selected to participate in an assessment or selection process;
- advise applicants when making offers of employment of the Organization's policies for accommodating persons with disabilities;
- inform current and new employees, as soon as practicable, of the Accessibility Policy;
- provide or arrange for the provision of accessible formats and communication supports, upon request, necessary for persons with disabilities to perform their job;
- provide individualized workplace emergency response information to persons with disabilities;
- develop a written process to assess persons with disabilities and to develop and document individual accommodation plans, provided that the Organization is aware of the need for such accommodation;
- maintain an Early Safe Return to Work Plan for employees who have been absent from work due to a disability;
- develop a process to factor the accessibility needs of an employee, including any applicable individual accommodation plans when employees make the request and
- factor in an employee's accessibility needs, including any applicable individual accommodation plans, when redeploying employees with disabilities.

Service Disruptions

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Quantum. Where there is a temporary disruption in the facilities or services, reasonable steps will be taken to advise persons with disabilities who might be affected by the disruption, the reason for the disruption, its duration and information about alternative services.

Feedback on Customer Service

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Quantum is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact Anna-Marie Safar, Corporate Human Resources Manager, telephone 705-725-1919 ext. 4101 or e-mail asafar@Quantumlifecycle.com

Wherever possible, feedback regarding customer service for persons with disabilities will be responded to by the person to whom it has been directed. Where the feedback is of a more general nature, the VP of Human Resources and Labour Relations or designate will be responsible for investigating the matter and determining the actions to be taken. In all cases, every effort will be made to respond to the feedback in a timely and effective manner.