

Accessibility Policy

Intent

This policy outlines Citation Canada's commitment to accessibility and is intended to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, including the customer service standards under the *Integrated Accessibility Standards* regulation (IASR). It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Citation Canada follow the principles of dignity, independence, integration, and equal opportunity.

Our Commitment

Citation Canada is committed to complying with the requirements under the AODA.

Guidelines

This policy addresses:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices;
- The use of service animals;
- Allergies;
- The use of support persons;
- Notice of service disruptions;
- Customer feedback;
- Training; and
- Notice of availability and format of required documents.

The Provision of Goods and Services to Persons with Disabilities

Citation Canada makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that customers with disabilities receive services in a manner that respects their dignity and independence;
- Allowing customers with disabilities to do things in their own ways at their own pace when accessing goods and services if this does not present a safety risk;
- Using reasonable alternative methods to provide access to goods or services for customers with disabilities where required;
- Considering individual needs when providing goods and services; and
- Communicating in a manner that considers the customer's disability.

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The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Citation Canada.

If the assistive device presents a safety concern or if accessibility might be an issue, other reasonable measures may be used to provide access to goods and services.

The Use of Service Animals

"No pet" policies do not apply to guide dogs or service animals. The person accompanied by a guide dog or service animal is responsible for always maintaining care and control of the animal.

If it is not readily apparent that an animal is being used by a customer for reasons relating to their disability, Citation Canada may request verification where permitted by applicable legislation. The company does not ask the nature of the disability or the purpose of the animal.

Allergies

If a health and safety considerations arise regarding service animals, Citation Canada makes reasonable efforts to address the situation. Accommodation is assessed on a case-by-case basis in accordance with applicable legislation, up to the point of undue hardship.

The Use of Support Persons

Persons with disabilities may be accompanied by a support person when accessing Citation Canada's services, and may have their support person present.

Where confidential information might be discussed, Citation Canada first obtains the person's consent to discuss matters in the presence of their support person before proceeding.

Notice of Service Disruptions

Service disruptions may occur for reasons outside the control of Citation Canada. In the event of a temporary disruption to facilities or services that individuals with disabilities rely on to access or use Citation Canada's goods or services, the company makes reasonable efforts to notify customers of the disruption.

Where possible, the notice may include:

- The goods or services that are disrupted;
- The reason for the disruption;
- The expected duration; and

- Information about available alternative options.

Notice is provided through reasonable means appropriate to the circumstances.

Customer Feedback

Citation Canada welcomes feedback on the accessibility of its customer service. Information on how to provide feedback is available on the company's website or upon request.

Feedback may be provided in a variety of ways, and accessible formats or communication supports are available upon request.

Training

Training is provided to:

- All employees of Citation Canada;
- Persons who provides goods or services on behalf of Citation Canada; and
- Persons involved in developing policies.

Training Provisions

Regardless of the format, training is provided on the accessibility standards found in the IASR and on the *Human Rights Code* that is appropriate to the duties of the persons. Training also covers:

- A review of the purpose of the AODA;
- A review of the requirements of the customer service standards;
- Information on how to interact and communicate with people with various types of disabilities;
- Information on how to interact with people with disabilities who:
 - Use assistive devices;
 - Require the assistance of a guide dog or service animal; or
 - Require the use of a support person;
- Instructions on what to do if a person with a disability is having difficulty accessing the company's services; and
- Citation Canada's policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Training is provided within a reasonable period following hire. Revised training is provided as required.

Record of Training

Citation Canada keeps a record of all accessibility training that includes the dates training was provided and the number of colleagues who attended the training.

Notice of Availability and Format Required Documents

Citation Canada notifies customers that documents related to the customer service standards are available upon request and in accessible formats. Notification is provided through the Citation Canada website or other reasonable means.

Administration

If you have any questions or concerns about this policy or its related procedures, please contact:

Attn: Human Resources
727 Exeter Road, London ON, N6E 1L3
hr@citationcanada.com

Nothing in this policy limits Citation Canada's obligations under applicable accessibility legislation.

This policy and its related procedures are reviewed as required in the event of changes to legislation or changes to company procedures.

This policy is made available to those who request it. It is provided in an accessible format or communication support where required.