

ACTIVE Network Accessibility Standards for Customer Service Policy

Scope: This policy applies to all Ontario employees of The Active Network, Ltd.” (our British Columbia subsidiary), who interact with customers, visitors and/or third parties in Ontario.

This policy also applies to all persons responsible for the development, implementation, or oversight of ACTIVE's policies, practices and procedures.

Policy Overview: The Company is committed to providing a positive work environment in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the "Act"). ACTIVE is committed to providing an environment that is, and feels, accessible to all people. In alignment with our core values of Champions of Respect and Inspired by Our Customers, we are committed to providing barrier-free, exceptional customer service to all people, including those who require reasonable accommodations. ACTIVE will not provide an accommodation that would create an undue hardship on the Company or endanger the health or safety of employees or others.

Objective: To implement Accessibility Standards for customer service that will provide services to our employees, customers, visitors and/or third parties, those are free of barriers and biases.

We endeavour to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- I. Dignity – persons with disabilities must be treated as valued customers, visitors and/or third parties as deserving of service as any other person.
- II. Equality of Opportunity – persons with disabilities should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- III. Integration – wherever possible, persons with disabilities should benefit from our services in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs and aligns with the four (4) core principles.
- IV. Independence – Services must be provided in a way that respects the independence of persons with disabilities. To this end, we are willing to assist a person with a disability, but will not do so without the express permission of the person.

Definitions

Disability:

Defined under the Act as:

- 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 physical 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,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or

- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

- Customer:** Is any person who uses the services of the Company
- Assistive Device:** Is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.
- Service Animal:** An animal is a service animal for a person with a disability, if:
- It is readily apparent that the animal is used by the person for reasons relating to his or her disability, or
 - 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:** A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.
- Barriers to Accessibility:** Means anything that prevents a person with a disability from fully participating in all aspects of service of the Company. This includes, but is not limited to, a physical barrier, an architectural barrier, an attitudinal barrier, a technological barrier.
- Accommodation:** Is a means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the services of the Company.
- Policy:** The Company will:
- Make reasonable efforts to ensure that all policies, practices and procedures from the date of this policy forward are consistent with the principles of independence, dignity, integration and equality of opportunity as defined above.
 - Following the obligations set out in the Act, the Company is dedicated to achieve service excellence in providing people with disabilities the ability to access and evacuate the office, to utilize our services, to effectively use communication devices, and to be informed of accommodations available during the employment selection process.
 - If there is a physical, technological, or other type of barrier that prevents the use of an assistive device on our premises, we will first endeavour to remove that barrier. If we are unable to do so, we will ask the person how he or she can be accommodated and what alternate method of service would be more accessible to him/her. We will make our best efforts to provide an alternative means of assistance for the person with a disability.
 - Welcome any client, visitor or third party to its office and provide services that respect the independence and dignity of persons with disabilities, such services that include but are not limited to the use of assistive devices and service animals. Persons with disabilities must keep the service animal with them in such areas of the office that visitors, clients and/or third parties are permitted.
 - Provide notice in the event of a planned or unexpected disruption in the facility or service usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative services, if available.
 - Ensure greater awareness and responsiveness to the needs of a person with disabilities, the Company will provide appropriate training for all staff who interact with the public or other third parties on behalf of ACTIVE.

- Provide training to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.
- Ensure that its policies and procedures related to the *Accessibility for Ontarians with Disabilities Act, 2005* are made available to the public and also ensure there is capacity to provide communication about these policies and procedures or any other communication material, if requested, in a format that takes into account a person's disability, at a cost no more than regular cost charged to other persons.
- Ensure that all communications with a person with a disability takes place in a manner that takes into account the person's disability.

**Process for
Providing
Feedback:**

The process for responding to feedback on how ACTIVE provides services to people with disabilities is as follows:

Visitors/Clients/Third Party

1. The feedback will be received by the employee of ACTIVE that the visitor/client/third party is interacting with.
2. If the concerns require further attention, Human Resources can be contacted at accessibility@activenetwork.com, or
3. In writing to: Accessibility At ACTIVE Network
6925 Century Ave, 5th Floor
Mississauga, ON L5N 7K2

Any feedback received will be evaluated on a semi-yearly basis. Should any changes be necessary, they will be implemented up to the point of undue hardship.

**Process for
Providing Notice
for Temporary
Disruption**

ACTIVE Network will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

Training for Staff

ACTIVE Network will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

This training will be provided within 60 days after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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
- What to do if a person with a disability is having difficulty in accessing ACTIVE Network's goods and services
- ACTIVE Network's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an



ongoing basis when changes are made to these policies, practices and procedures. Training records are accessible through our training software database and available upon request.

Employees/Contractors/Consultants

1. For accommodation at any point in the hiring selection process, contact Human Resources in confidence at hiringaccommodation@activenetwork.com .

Please contact Human Resources if you have any questions about this policy or require further information on the subject of Accessibility of Ontarians with Disabilities.

This policy is provided for your general information and guidance and supersedes and replaces any prior version of this policy. It is not intended as a legal document and is not a binding contract between Active and its employees. The policy does not alter the at-will employment relationship between Active and its employees. Active reserves the right to modify or rescind this policy at any time and also reserves the right to interpret the policy and deviate from it when appropriate, in its discretion. To the extent a territory's law imposes more expansive rights to employees or conflicts with the terms of this policy, applicable territory law prevails.