



## Entrust HR Policy

Accessibility at Entrust	Document Version	2.0
	Date	12-Dec-2023
	Region	Ontario, Canada

### 1. Policy Statement

Entrust Limited (“Entrust Canada”) is committed to ensuring equal access and participation for people with disabilities. This includes providing an accessible working environment for our



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**Communication Supports:** include, but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

**Disability:** the term disability refers to the following, as defined by the AODA and the *Ontario Human Rights Code*:

- (a) 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 co-ordination, 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;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or



Entrust Canada will make 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 all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account a customer's disability.

## 5.2 Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Entrust Canada. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

## 5.3 Guide Dogs, Service Animals, and Service Dogs

This section of this policy applies only to the provision of goods and services that take place at premises owned and/or operated by Entrust Canada.

We welcome people with disabilities and their service animals. A customer with a disability who is accq0.00000912 0 612 79W\* 5pJ accq0 dis8Qq1 TJE]TJETgisstive Deviceswheimnto79.5.31 RG1



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- Food Safety and Quality Act 2001, Ontario Regulation 31/05
  - The Health Protection and Promotion Act, Ontario Regulation 562 Section 60
  - Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

**Recognizing a Guide Dog, Service Dog and/or Service Animal:** If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Entrust Canada may request verification from the customer. Verification may include:

- a letter from a physician, nurse or other recognized professional medical practitioner, confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

**Care and Control of the Animal:** A customer who is accompanied by a guide dog, service



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## 8. AODA Compliance

In addition to the terms of this policy, any specific employment or workplace requirements of Ontario Regulation 911/11, AODA or other Regulations to AODA not referenced in this policy, apply to and shall be satisfied by Entrust Canada, as applicable.

## 9. Exceptions

Any exceptions to this policy require the advance written approval of the Chief Human Resources Officer.

- Entrust reserves the right to amend, modify, suspend or terminate all or any part of its benefit programs, at any time and for any reason.
- It is intended that all aspects of this policy shall comply with the provisions of the applicable employment standards legislation, which provisions as they may from time to time be amended, are deemed to be incorporated herein and shall prevail if greater. In the event that any employee entitlements under such applicable employment standards



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1.1	25-Oct-2018	Updates to include IASR reference	Human Resources
2.0	12-Dec-2023	Updates to include Human Rights Code references and general language updates	Human Resources