

Cintas Canada Limited Accessibility Policy and Plan

Summary

Cintas Canada Limited (“Cintas”) supports the full inclusion of persons with disabilities as set out in the Human Rights Code and applicable provincial accessibility legislation.

Cintas 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. We will prevent and remove barriers to accessibility by meeting the accessibility requirements under all applicable legislation.

Statement of Commitment

Cintas is committed to providing an accessible environment where all individuals have equal access to Cintas' goods and services in a way that respects the dignity and independence of people with disabilities. Cintas is committed to providing equitable treatment with respect to employment and services to employees and customers, providing accommodation where required. We will identify, remove and prevent barriers for persons with disabilities and meet the needs of persons with a disability in a timely manner.

Definition of a Barrier

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information and/or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Accessible Formats

Cintas will provide or arrange for a provision of accessible formats and communication supports in a timely manner, upon request, for persons with disabilities, taking into account the person's accessibility needs.

Cintas will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Cintas will provide customers and members of the public with a number of feedback options including: email, phone, and fax.

Cintas will take the following steps to ensure all publicly available information is made accessible upon request:

- Cintas will provide customers and members of the public with information in an accessible format upon request.
- Cintas will respond to such requests as soon as practical.

Accessibility Report

Cintas will file accessibility reports as required by applicable provincial legislation.

Accessible Emergency Information:

Cintas is committed to providing its customers and employees with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training:

Cintas will provide training to applicable employees on accessibility laws and on the *Human Rights Code* (the “Code”) as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees. Records of training will be maintained by Cintas.

Cintas will take the following steps to ensure employees are provided with required training under accessibility laws:

- Cintas will provide written training materials and/or a presentation to explain: (1) applicable provincial accessibility legislation; and (2) the requirements of the *Code* as it pertains to persons with disabilities; and
- Cintas will continue to provide Customer Service Training for all employees who deal with members of the public and/or other third parties.

Return-to-Work Process

We maintain a supportive return-to-work program for employees absent due to disability or medical illness:

- We collaborate with the returning employee and their healthcare team to determine appropriate duties, modified hours, or structural workstations.
- If the employee requires physical adjustments, an IAP is formally initiated before or on their first day back in the workspace.

Information and Communications - Accessible Websites & Web Content:

Except where meeting this requirement is not practical, if Cintas develops a new website or significantly refreshes its existing website, it will ensure the new or significantly refreshed website and content conforms with WCAG 2.0, Level AA.

Employment Standard:

Cintas is committed to fair and accessible employment practices.

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

- Prospective applicants will be advised of the availability of accommodations by the Hiring Manager.
- Cintas will notify employees of its ability to provide accommodations on any job postings.

Cintas will develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Cintas will ensure the accessibility needs of employees with disabilities needs are taken into account if Cintas is using performance management, career development, and redeployment processes.

Cintas will take the following steps to prevent and remove other accessibility barriers identified:

- Assess, review, and revise (if required) policies and procedures on a frequent basis to ensure compliance.

Notice of Temporary Service Disruptions

If an accessible feature, facility system, or digital portal is down (e.g., a physical ramp, building elevator, or accessible webpage feature), we will immediately post a notice physically at the location and on our website. The notice will include:

- The reason for the disruption.
- The estimated duration of the outage.
- A description of alternative facilities or services, if available.

Design of Public Spaces:

Cintas will meet accessibility standards for the Design of Public Spaces when building or making major modifications to its offices in public spaces.

For more information:

For more information on this accessibility policy and plan, please contact Julia Shore at:

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Accessible formats of this document are available upon request.