

Cintas Canada Limited AODA Policies

Accessibility Policy and Multi-Year Accessibility Plan

Summary

Cintas Canada Limited (“Cintas”) recognizes that the Government of Ontario supports the full inclusion of persons with disabilities as set out in the *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”). The AODA applies to every person or organization in the public and private sectors of the Province of Ontario.

The purpose of the AODA is to develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises and to make Ontario accessible by 2025. Accessibility means giving people of all abilities opportunities to participate fully in everyday life.

The AODA requires that, effective **January 1, 2014**, under the Integrated Accessibility Standards Regulations, Cintas establish, implement, maintain and document a statement of commitment to accessibility, an accessibility policy and a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with disabilities.

This 2014-21 accessibility plan outlines the policies and actions that Cintas will put in place to improve opportunities for people with disabilities and to comply with the AODA.

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.

Accessibility Report

Cintas will file accessibility reports outlining their progress towards becoming accessible for persons with disabilities, as required, with the Ontario Ministry of Economic Development, Employment and Infrastructure.

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.

Implementation Timeframe: Effective immediately and ongoing.

Training:

Cintas will provide training to employees on Ontario's 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.

Cintas will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:

- Cintas will provide written training materials and/or a presentation to explain: (1) the requirements of the accessibility standards referred to in the Integrated Standard, O. Reg 119/11; and (2) the requirements of the *Code* as it pertains to persons with disabilities (as required by section 7 of the Integrated Standard, O. Reg 119/11); and
- Cintas will continue to provide Customer Service Training for all employees who deal with members of the public and/or other third parties (as required by Section 6 of the Customer Service Standard, O. Reg 429/07)

Implementation Timeframe: Effective January 1, 2015 and ongoing.

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 between **January 1, 2014** and **January 1, 2021**, it will ensure the new or significantly refreshed website and content conforms with WCAG 2.0, Level A.

Cintas will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Cintas will provide customers and members of the public with a number of feedback options including, but not limited to: email, phone, and fax.

Cintas will take the following steps to ensure all publicly available information is made accessible upon request by **January 1, 2016**:

- 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.

Cintas will ensure that its website and content on the website conform with WCAG 2.0, Level AA by **January 1, 2021** (except for: success criteria 1.2.4 Captions (Live), success criteria 1.2.5 Audio Descriptions (Pre-recorded); and websites and content posted prior to January 1, 2012).

Implementation Timeframe: By January 1, 2014 to January 1, 2021 as identified above.

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 with the AODA.

Implementation Timeframe: By January 1, 2016 and ongoing.

Design of Public Spaces:

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

Implementation Timeframe: By January 1, 2017 and ongoing.

Policy Review:

Cintas will review and update this policy at least once every five years. The first version of this policy will be reviewed no later than **January 1, 2019**.

For more information:

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Accessible formats of this document are available upon request.