

Integrated Accessibility Standards

Accessibility Policy, Statement of Commitment and Multi-Year

Accessibility Plan

Effective January 2014

Scope

This policy and provisions herein apply to all Ontario-based employees of Xerox Canada Inc., Xerox Canada Ltd. and Xerox Canada N.S. ULC (“Xerox Canada”).

Definitions

Accessible formats are formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, braille, audio and electronic formats such as DVDs, CDs, screen readers, etc.

Communication supports are supports that individuals with disabilities may need to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

Statement of Commitment

Xerox Canada is committed to meeting the diverse needs of people with disabilities that is consistent with the principles of independence, dignity and equality of opportunity, and will do so by removing barriers to accessibility wherever possible.

Multi-Year Accessibility Plan

Xerox Canada will review and update its Accessibility Plan at least once every 5 years. An alternate format of the Accessibility Plan is available upon request.

The following is a summary of the accessibility requirements and the associated timelines for compliance. The summary is intended only as a guide to inform and assist Xerox Canada in its accessibility compliance initiatives.

1. **Customer Service Standard**

Xerox Canada will continue to provide goods and services in a way that respects the dignity and independence of people with disabilities.

2. **General Requirements**

(i) **Policies**

Compliance: January 1, 2014

Xerox Canada will build accessibility into existing policies and, where necessary, may implement new policies to reflect these Standards as implemented. Xerox Canada will review and update policies regularly to ensure they accurately reflect our culture and business practices.

(ii) **Training**

Compliance: January 1, 2015

Xerox Canada employees will receive training on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a

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manner that is appropriate to the duties of the employees. Xerox Canada will maintain a record of the training we provide to employees.

3. Information and Communications Standard

(i) Feedback Compliance: January 1, 2015

Wherever Xerox Canada has existing processes for receiving and responding to feedback, we will provide or arrange for the provision of accessible formats and communication supports upon request in order to ensure that all such processes are accessible to people with disabilities.

(ii) Accessible Formats and Communication Supports Compliance: January 1, 2016

Upon request, Xerox Canada will take all reasonable steps to provide or arrange for the provision of accessible formats and communication supports in a timely manner so that people with disabilities can access its publicly available information.

Xerox Canada will take into account the accessibility needs of the person with a disability making the request and will consult with the person to determine the suitability of an accessible format or communication support.

Accessible formats and communication supports will be provided at no additional cost to the person with a disability making the request.

Xerox Canada will notify the public of the availability of accessible formats and communication supports.

(iii) Accessible Emergency Procedures Compliance: January 1, 2012

Wherever Xerox Canada prepares available emergency procedures, plans or public safety information, and makes the information available to the public, we will provide the information in an accessible format, as soon as practicable upon request.

Where Xerox Canada becomes aware of the need for individualized emergency response information due to an employee's disability, we will accommodate the employee by preparing and providing him or her with individualized emergency response information that is suitable in the circumstances.

If the employee with a disability who receives the individualized workplace emergency response information requires assistance and provides his or her consent, Xerox Canada will provide the individualized workplace emergency response information to a person who is designated to assist the employee in case of an emergency.

(iv) Accessible Websites and Web Content

Compliance: January 1, 2014

Xerox Canada will ensure that all new public internet websites and web content published after January 1, 2012 will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A requirements.

Compliance: January 1, 2021

Xerox Canada will ensure that all public websites and all web content on those sites published after January 1, 2012 will conform with WCAG 2.0 Level AA requirements, other than providing captions on live videos or audio descriptions for pre-recorded videos.

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4. Employment Standard

Compliance: January 1, 2016

Xerox Canada will continue to develop and implement employment practices to encourage persons with disabilities to participate fully in all aspects of the organization.

(i) Recruitment

Xerox Canada will notify the public and its employees that, when requested, accommodation will be provided for applicants with disabilities who participate in its recruitment processes.

During a recruitment process, Xerox Canada will notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request.

As part of all offers of employment, Xerox Canada will notify successful job applicants of our policies for accommodating employees with disabilities.

(ii) Informing Employees of Disability Related Supports

Xerox Canada will notify our employees of existing policies in respect of employees with disabilities, including any policies regarding job accommodations that take into account an employee's accessibility needs due to disability.

All new employees will be notified of Xerox Canada policies in respect of employees with disabilities and job accommodations for disability-related needs as soon as practicable after beginning their employment.

Upon request, Xerox Canada will consult with an employee with a disability in order to provide for the provision of reasonable accessible formats and communication supports for the employee with respect to all: (i) information that is needed by the employee in order to perform his or her job; and (ii) information that is generally available to employees in the workplace.

Xerox Canada will also consult with the employee requesting accessible formats or communication supports to determine the suitability of an accessible format or communication support.

(iii) Individual Accommodation Plans

Xerox Canada will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that have come to Xerox Canada's attention.

(iv) Return to Work Process

Xerox Canada will develop a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

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(v) Performance Management, Career Development and Advancement, and Redeployment

Wherever performance management or redeployment in respect of our employees is used, or wherever we provide career development and advancement to our employees, Xerox Canada will take into account the accessibility needs of employees with disabilities as well as their individual accommodation plans.

Compliance Strategy

Xerox Canada believes that our employees and customers are our best resources for assisting us to identify, prevent and remove barriers to accessibility and thereby ensure that the diverse needs of people with disabilities are met.

For various reasons, barriers to accessibility can often be difficult to identify. Our employees and customers, including in particular those persons with disabilities, are often in the best position to recognize the existence of any accessibility barriers and their impact on people with disabilities, and to alert Xerox Canada so that we can take appropriate action to prevent or remove the barriers wherever reasonably possible.

Accordingly, Xerox Canada will take the following steps to facilitate the identification, prevention and removal of accessibility barriers wherever it is reasonably possible to do so:

- Xerox Canada will make this policy available to all employees and encourage them to review the policy and raise any questions they may have regarding this policy with our Human Resources Department.
- Xerox Canada will welcome and appreciate all feedback from employees and customers regarding any barriers to accessibility.
- Xerox Canada will take a proactive approach to accessibility wherever reasonably possible to incorporate disability-related needs and accessibility issues in general, in all aspects of our business and decision-making; and
- Xerox Canada will consult with any person with a disability who brings to our attention an issue or concern regarding accessibility, and we will take all reasonable steps in the circumstances to address the disability-related needs of the individual.

