



ACCESSIBILITY POLICY

Statement of Commitment

SIM Video International Inc. (the “Company”) 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, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The Accessibility Policies for the Company is committed to improving accessibility for visitors, employees, volunteers, contractors, and any individual who interacts with our businesses, and encounters our policies / practices.

We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act (AODA).

General

The Company is committed to training staff on Ontario’s accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and communications

The Company is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

The local Management team, with the assistance of the Human Resources Department, will consult with people with disabilities to determine their information and communication needs.

Employment

When requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces

The Company will meet Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Accessible off street parking;
- Service-related elements like service counters, fixed queuing lines and waiting areas.



CUSTOMER SERVICE STANDARD

Providing Goods and Services to People with Disabilities

The Company is committed to excellence in serving all customers including people with disabilities.

- **Assistive Devices**

The Company will ensure that our employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers or guests with disabilities while accessing our building and services.

- **Communication**

The Company will communicate with people with disabilities in ways that take into account their disability.

- **Service animals**

The Company welcomes people with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the public.

- **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the premises.

- **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers and guests with disabilities the Company will notify customers and guests promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- Washrooms
- Offices
- Warehouse
- Elevator

The notice will be made publicly available at the following locations:

- Entrances to the building
- On the services or facilities affected (e.g. washroom door)
- Warehouse Counter
- Reception



- **Training**

The Company will provide accessible customer service training to employees and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Customer Service Representatives
- Rental Coordinators
- Reception
- Sales
- Joint Health and Safety Committee
- First Aid Representatives

Staff will be trained on Accessible Customer Service within 30 days of being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard (ONTARIO ONLY)
- The Company's plan related to 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
- How to use the equipment or devices available on-site or otherwise that may help with providing services to people with disabilities:

These may include:

- Wheelchair(s)
- Safe use of Wheelchair ramps
- What to do if a person with a disability is having difficulty in accessing the Company's building and services
- Employees will also be trained when changes are made to our accessible customer service plan.

Notice of Availability

The Company will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following locations:

- Warehouse counters
- Reception desks
- Office bulletin boards



Feedback Process Regarding Accessibility Issues*

To comply with the Accessibility for Ontarians with Disability Act the Company has put into place an accessible feedback process to receive and respond to feedback from clients, visitors and employees who have a disability.

Customers who wish to provide feedback on the way The Company provides services to people with disabilities can provide feedback in the following ways through**:

- Reception
- General Manager
- Human Resources HR@siminternational.com
- Customer Service Representative
- Rental Coordinators

All feedback, including complaints, will be handled in the following manner:

- Immediately, and;
- With respect and dignity

For those who wish to provide feedback regarding the manner in which the Company provides services to persons with disabilities may contact the Human Resources Department:

By Telephone: 416-979-9958

By Email: HR@siminternational.com

By Regular Mail:

Attention: Human Resources Department
1 Atlantic Avenue, Suite 110
Toronto, ON
M6K 3E7

In Person: Please visit the reception desk at the address above (or at the location you're visiting)

**Customers and guests can expect to hear back within 5 working days.*

***These representatives will direct all feedback to the Human Resources Department.*

Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.