

Apple Canada Accessibility Policy & Plan

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Apple Canada Accessibility Policy

Statement of Organizational Commitment

Apple Canada is committed to ensuring equal access and participation for people with disabilities. Apple Canada is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. Apple Canada believes in integration and is committed to meeting the needs of people with disabilities in a timely manner. Apple Canada will do so by removing and preventing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and provincial and federal laws across Canada.

Customer Service

Apple Canada makes every reasonable effort to ensure that all customers receive equal opportunity to obtain, use and benefit from Apple Canada's goods, services and facilities including the following:

Assistive Devices & Kiosks - Persons with disabilities may use their own assistive devices when accessing Apple Canada goods, services or facilities. Persons with disabilities may also use assistive devices provided through Apple's products (see <http://www.apple.com/accessibility/>) or available on an individual basis depending on the store or office location. Apple Canada does not have self-service kiosks but works to make its devices accessible to all individuals with disabilities.

Guide Dogs & Service Animals - Customers with disabilities that are accompanied by a guide dog or service animal will be allowed access to Apple Canada premises and will be allowed to keep the animal with him or her unless otherwise excluded by law or the animal has demonstrated a safety threat.

Support Persons - If a customer with a disability is accompanied by a support person, Apple Canada will ensure that both individuals are allowed to enter the premises. There may be times where seating and availability prevent the customer and support person from sitting beside one another in which case Apple Canada will make every reasonable attempt to resolve the issue. In situations where confidential information may be discussed, a non disclosure agreement may be required for the support person.

Emergency Information - Apple Canada will provide accessible emergency information when asked. In the event of any temporary service disruptions to facilities or services that are relied upon by customers with disabilities, Apple Canada will provide advance notice of the disruption where possible by: posting notices in conspicuous places on the premises and/or on the Apple Canada website; contacting customers with appointments scheduled during the disruption; verbally notifying customers when they are making an appointment; or any other methods that may be reasonable.

Employment

Apple Canada is dedicated to providing reasonable accommodations to employees and job applicants with disabilities including the following:

Recruitment & Hiring - Apple Canada provides accommodations to applicants to enable full participation in the application process. Apple Canada notifies applicants that accommodations can be made during recruitment and hiring.

Employee Accommodations - Apple Canada notifies its employees that it provides reasonable accommodations to enable them to perform their jobs.

Workplace Emergency Response - When needed, Apple Canada will provide customized emergency response information to help an employee with a disability during an emergency. See Appendix A.

Training

Apple Canada is committed to training all employees on accessibility and human rights (including Ontario's Integrated Accessibility Standards Regulation "IASR" and Ontario's Human Rights Code "OHRC"). Apple Canada trains new employees upon hire, and provides ongoing training to its current workforce. Apple Canada keeps a record of training provided.

Information & Communication

Accessible Formats - Apple Canada is dedicated to communicating with people with disabilities in ways that take into account their disability. When asked, Apple Canada will provide information, including this Policy and Plan, in accessible formats or with communication supports.

Websites - Apple Canada continuously works to meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level A website requirements in accordance with Ontario's accessibility laws.

Feedback - Apple Canada provides many feedback options to accommodate individuals with disabilities. Customers may provide feedback by emailing accessibility@apple.com, contacting the Regional Assistant, at 120 Bremner Blvd, Suite 1600, Toronto, Ontario, M5J 0A8, 1-800-263-3394, or by discussing with any customer-facing Apple Canada employee. Employees may provide feedback by contacting their manager, Human Resources, or the HR HelpLine.

Apple Canada Multi Year Accessibility Plan

The Apple Canada Multi-Year Accessibility Plan outlines strategies and actions to identify, remove and prevent barriers for people with disabilities in Apple Canada's programs, services, and facilities therefore increasing accessibility. The plan also details Apple Canada's strategy for meeting Ontario's accessibility legislation, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

As part of our commitment to accessibility, it is Apple Canada's goal to implement standards to help create accessible programs, services and a workplace that allows full participation of persons with disabilities. This document describes the measures that Apple Canada has taken or will take to identify, remove and prevent barriers to persons with disabilities.

In accordance with the standards, Apple Canada will review and update its plan annually and post on its website for employees and the public to access.

This Accessibility Plan includes:

- Initiatives that were completed in 2012-2016, 2017 up to the time of publication (June 1 2018).
- Measures that Apple Canada will be taking in 2018 and beyond to identify, remove and prevent barriers to persons with disabilities.

Completed 2012- 2017 Initiatives

The project commenced in 2011, and appropriate parties were engaged to review meeting the requirements of the AODA. In 2012, Apple Canada's Accessibility Standards Policy and Customer Service Plan were created and posted both internally and externally for the public to access. See <http://www.apple.com/ca/contact/>. Accessible formats were offered to take into account varying disabilities. In 2015 the Accessibility Standards Policy and Customer Service Plan were merged into one Accessibility Policy and Plan with separate sections.

Customer Service

The following actions have been achieved to ensure that all customers receive equal opportunity to obtain, use and benefit from Apple Canada's goods, services and facilities:

Assistive Devices & Kiosks - In 2012 Apple published its Accessibility Standards Policy and Customer Service Plan letting customers know that they may use their own devices when accessing Apple Canada goods, services or facilities. Apple also directed customers to Apple's accessibility website for details on using Apple's products. Apple devices have a host of accessibility features and formats — built right in. See www.apple.com/accessibility. While Apple Canada does not have self-service kiosks it continuously works to make its devices accessible to all individuals with disabilities.

Guide Dogs & Service Animals - In 2012 Apple published its Accessibility Standards Policy and Customer Service Plan letting customers know that they could be accompanied by a guide dog or service animal.

Support Persons - In 2012 Apple published its Accessibility Standards Policy and Customer Service Plan letting customers know that they may be accompanied by a support person.

Emergency Information - From 2012-2015 emergency information was reviewed so that retail stores and corporate offices had updated hardcopy maps outlining evacuation routes and emergency exits posted. Managers have access to emergency plan and procedures to share upon request via portable device or other accessible format as

applicable. Retail stores were provided with the National Fire Prevention Association's Emergency Evacuation Planning Guide as a resource to support planning for people with disabilities. Customers are to be advised of any temporary service disruptions to facilities or services.

Employment

Apple Canada has taken the following steps to ensure that employees and job applicants are provided reasonable accommodations:

Recruitment & Hiring - Apple Canada has been providing employment candidates notification that accommodations are available during the recruitment and hiring process via job postings, hiring event invites, phone screening and once hired via Apple's intranet

Workplace Emergency Response - From 2012-2015 Apple Canada managers and Apple's Environmental Health & Safety team have worked with employees to develop individual emergency response plans. In 2015, individual emergency response plan templates were updated. See Appendix A.

Employee Accommodations - In 2017 Apple Canada released a Return to Work and Accommodations Policy including an Individual Accommodation Plan and process for its creation, via intranet and via training. An email address accomrecordsCAN@apple.com was created to support follow-up and retention of accommodation requests.

Training

In 2012 accessibility and human rights (including IASR and OHRC) training was implemented for all employees across Canada who provide service to the public (with the exception of Quebec). In 2015 accessibility and human rights training (including IASR and OHRC) was rolled out to all employees across Canada (including a French version in Quebec). Employees are required to take the accessibility and human rights training (including IASR and OHRC) every 2 years.

Information & Communication

Accessible Formats - In 2012 Apple Canada published its Accessibility Standards Policy and Customer Service Plan letting individuals with disabilities know that it will provide information in accessible formats. Apple Canada continues to offer customers and employees accessible formats whether through its own products or other tools.

Websites - Apple Canada has continuously worked to meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Feedback - In 2012 Apple Canada published multiple ways for customers to provide feedback including emailing accessibility@apple.com, contacting the Regional Assistant, at 120 Bremner Blvd, Suite 1600, Toronto, Ontario, M5J 0A8, 905-425-0146, or by discussing with any customer-facing Apple Canada employee. Employees have been informed through policies and training that they may provide any feedback related to their employment through their manager, Human Resources, or the HR HelpLine.

Design of Public Spaces

In 2017 Apple Canada evaluated the Accessibility Standards for the Design of Public Spaces and continues to ensure it's service tables meet the accessibility requirements.

Planned 2018-2020 Strategies and Actions

Apple Canada has a cross-functional working group that meets periodically to assess its efforts in accessibility. The working group will review the steps Apple Canada has made to improve accessibility for individuals with disabilities. This policy and plan shall be reviewed as necessary annually.

Customer Service

Apple will review on an annual basis the support it provides to customers to ensure continued improvement and accessibility for its customers.

Employment

A working subgroup will obtain regular feedback from Human Resources and managers on the effectiveness of the new policy and processes. This subgroup will evaluate and make any changes to the policy and processes as applicable.

Workplace Emergency Response - Apple's Environmental Health & Safety team will continue to work with Apple managers to develop individual emergency response plans for employees as applicable.

Information & Communication

Apple representatives will continue to respond to customer and employee feedback on accessibility issues.

Apple Canada will continue to work to meet the Web Content Accessibility Guidelines. Apple will review annually its progress towards WCAG 2.0 Level AA by 2021.

Training

Accessibility and human rights (including IASR and OHRC) training will continue to be required for new hire employees across all provinces. Employees will continue to be required to complete training (including IASR and OHRC) every 2 years. Apple Canada will look to ways to improve and refresh the training with new content and materials.

Other

As Apple Canada works through implementing the various activities under this multi-year plan, should barriers be identified that would impact individuals with disabilities, Apple Canada will engage the appropriate parties to work to remove them in a timely manner.

APPENDIX A



Individual Emergency Evacuation Plan

This document contains planning procedures and provisions for individuals who need assistance during an emergency.

Instructions:

This plan is to be completed in partnership, during a meeting between the Manager, Employee and their Environmental, Health & Safety Representative.

Document Prepared by:	
Date:	

Manager Signature:	
Date:	

Employee Signature:	
Date:	

Date this plan will be reviewed:	

Individual

Store/Office:	
Employee's Name:	
Nature of assistance required: (Note: Apple does not require specific diagnosis information)	
Location of Refuge Point / Assembly Point:	
Details of additional assistance required: (Complete at the end of the assessment)	
Details of procedure individual should follow in an emergency: (Complete at the end of the assessment)	

Store/Office Provisions

Question	Answer (Please Tick)			Plan of Action
	Yes	No	N / A	
Are emergency warning devices appropriate for the individual's impairment(s) installed? (Please state this in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Will warning devices ensure the individual is alerted to an emergency at all times of day in all locations while on the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the individual require a device or signage, appropriate to their impairment(s), to raise the alarm?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are any devices required to communicate with or locate the individual in an emergency? (i.e. radio,)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have the fire system and any specific provisions been serviced in line with the preservation maintenance schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Question	Answer (Please Tick)			Plan of Action
	Yes	No	N / A	
Is a designated area provided to store or charge any special provisions? (Please state this in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a service animal required, is it familiar with the alarm and has provision been made to protect it's welfare in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the individual have any personal aids or devices to evacuate themselves? (Please state this in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Means of Escape

Question	Answer (Please Tick)			Plan of Action
	Yes	No	N / A	
Are escape routes and door frames an adequate width and height for the individual to safely use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are escape routes fitted with an adequate amount of emergency lighting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are escape routes fitted with emergency exit signage that can be seen / interpreted by the individual?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are escape routes and exits free of anything that could obstruct or reduce the width of the route at all times?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all exit routes lead to a place of safety inside the building (refuge point) or outside the building?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are travel distances to a place of safety acceptable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floor surfaces on escape routes and emergency staircases in good state of repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Question	Answer (Please Tick)			Plan of Action
	Yes	No	N / A	
Can doors and emergency exits be easily opened by the individual?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are handrails fitted in emergency exit staircases if required by the individual?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are refuge points available in the store/ mall or office that can be used? (Please state these in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Can the individual be evacuated from refuge points if necessary? (Please state how in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is an evacuation elevator available to assist escape? (please note location in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the individual able to negotiate adverse external weather conditions? (i.e. snow, wind, rain, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Emergency Planning

Question	Answer (Please Tick)			Plan of Action
	Yes	No	N / A	
Has the store/office emergency response plan been reviewed and updated with any recent changes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the store/office contacts have up to date numbers for local contacts and emergency services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a designated meeting place been identified to wait for assistance? (please note this in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Instruction and Training

Question	Answer (Please Tick)			Plan of Action
	Yes	No	N / A	
Does the individual understand how to raise the alarm in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the individual understand where to find emergency warning device(s) / information? (Pager, braille, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the individual understand how to interpret and react to emergency sirens, beacons, device(s)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the individual understand how to find emergency exits and reach the assembly point from all store exits?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do all fire wardens understand the procedures to keep the individual safe in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the staff or fire wardens require additional training? (If yes, Please state this in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has this training been completed? (Please note date in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the individual require any additional training? (Please state this in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has this training been completed? (Please note the date in plan of action box)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	