

Workplace accommodation for people with disabilities policy and procedure

Policy and Procedure number // HR 002

Policy section // Human Resources

Effective date // 2017-12-20

Revised date // November 2023

1. Policy statement

Moneris Solutions Corporation and Moneris Services Corporation (collectively, "Moneris") are committed to building and preserving a safe, productive, and healthy working environment based on mutual respect.

Moneris is committed to positive outcomes and to compliance with all relevant legislation governing job accommodation. Employees have the right to appropriate workplace accommodation that allows them to participate in employment to their full potential, recognizes their privacy, confidentiality, function and dignity, and does not diminish their responsibility to complete essential job functions. Moneris is committed to making every reasonable effort to accommodate the needs of its employees, in accordance with its requirements under applicable laws.

Workplace Accommodation applies during recruitment, selection, training, career development, ongoing employment, compensation and benefits and termination of employment. It recognizes that each employee is unique and responds to each person's needs.

2. Application of this policy and procedure

This Policy and Procedure applies to all individuals working for Moneris, including front-line employees, temporary employees, full-time employees, part-time employees, supervisory personnel, managers, and executives.

Moneris is committed to work in collaboration with all parties to ensure the principles of dignity, independence, integration and equal opportunity, taking into account each person's accessibility needs. This commitment applies to such areas as training, performance assessment, promotions, transfers, and all other employment practices and working conditions.

All Moneris employees are personally accountable and responsible for complying with this Policy and the Procedures presented.

3. Definitions

Disability – the term disability refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- any other disability as is recognized by applicable legislation

Accommodation

- The process and implementation of changes or modifications to a job or the work environment that removes barriers preventing an otherwise qualified individual to safely perform the essential duties of his/her job.
 - o Accommodations may include employment services and facilities to be designed inclusively and adapted to accommodate the needs of a person with a disability in a way that promotes integration and full participation.

Workplace Emergency

- An instance, or combination of instances, of unsafe conditions that pose a threat to people or property, and include but not limited to: instances of fire and/or smoke; natural disaster/severe weather; chemical, biological or radiological incidents; and structural failures.

4. Primary duty

Moneris will inform all employees of its policies used to support employees with disabilities, including its policies regarding the provision of accommodations that take into account employees' individual needs.

Moneris will provide updated information to all employees when there is a change to existing policies regarding the provision of accommodations for employees.

Moneris will make every reasonable effort to provide timely and appropriate accommodations in accordance with this Policy and with applicable law throughout an employee's employment with Moneris, including in connection with recruitment, hiring, performance management, career development and advancement and redeployment.

5. Procedure for individual accommodation plan

Where an employee has a disability and may require an Individual Accommodation Plan, Moneris will address the Individual Accommodation Plan and the following procedures will apply.

- 5.1. The employee will provide to Moneris the Individual Accommodation Workplace information as presented in the Individual Accommodation/Workplace Emergency Response form.
- 5.2. The employee may be required to provide medical and/or functional abilities information to support their accommodation needs, identify barriers and solutions, which will be treated confidentially and be limited to the information need to provided appropriate accommodation.
- 5.3. The employee will participate in the development of the Individual Accommodation Plan by providing information to support the accommodation and to identify barriers and solutions.
- 5.4. Accommodation needs will be assessed on an individual basis.
- 5.5. In developing the Individual Accommodation Plan, the employee is entitled to representation by a representative from the workplace . Moneris will work cooperatively with the employee to address:
 - (i) any requirement for evaluation by a medical or other expert to assist in determining how accommodation can be achieved;
 - (ii) the steps needed to ensure the privacy of the employee's information as part of the development of the Individual Accommodation Plan;
 - (iii) the frequency of the review of the employee's Individual Accommodation Plan; and
 - (iv) how the Individual Employee Accommodation plan will be formatted in order to address the employee's needs.

- 5.6. Moneris will assess the accommodation needs to ensure the health and safety of all parties and ensure that the employee continues to be supported in their accommodation to perform the essential duties of their position. If an individual accommodation is denied, Moneris will specify to the employee the reason for denial and cooperate to determine alternative accommodation, as needed.
- 5.7. The Individual Accommodation Plan will record:
 - (i) information regarding accessible formats and communications supports provided;
 - (ii) if required, individualized workplace emergency response information; and
 - (iii) any other accommodation to be provided.
- 5.8. The Individual Accommodation Plan will be implemented, evaluated and amended, as required by the employee's circumstances, and in compliance with appropriate legislation.
- 5.9. The Individual Accommodation Plan will be maintained in the employee's file.

6. Procedure for return to work plan:

A Return to Work Plan will be required when an employee has been absent from work due to a disability and requires disability-related accommodations in order to return to work. In this situation, the following procedures will apply.

- 6.1. The employee will provide to Moneris the Return to Work Plan information as presented in the Return to Work Plan assessment provided through Moneris' health benefits provider.
- 6.2. The employee may be required to provide medical and/or functional abilities information to support their workplace accommodation, modification needs, identify barriers and solutions, which will be treated confidentially and be limited to the information need to provided appropriate accommodation.
- 6.3. Moneris will collaborate with the employee in identifying barriers and solutions to be addressed in the Return to Work Plan.
- 6.4. Employees who require Individualized Workplace Emergency Response Information, an Individual Accommodation Plan or a Return to Work Plan will provide to Moneris the necessary information to support their Individual Workplace Accommodation or Return to Work needs. Employee may access procedure and documents via MyMoneris.
- 6.5. The Return to Work Plan will be documented together with an Individual Accommodation Plan, as applicable.
- 6.6. The Return to Work Plan will be implemented, evaluated and amended, as required by the employee's circumstances, and in compliance with appropriate legislation.
- 6.7. The Return to Work Plan will be maintained in the employee's file.

7. Procedure for individualized workplace emergency response information:

Where an employee has a disability and may require assistance and accommodation in connection with workplace emergencies, Moneris will provide individualized workplace emergency response information to the employee who has a disability, if the disability is such that the individualized information is necessary and Moneris is aware of the need for accommodation due to the employee's disability.

Where the above circumstances apply, the Individualized Workplace Emergency Response Information will be presented in the Individual Accommodation Plan and the following procedures will apply.

- 7.1. The employee will provide to Moneris the need for Individualized Workplace Emergency Response Information as presented in the Individual Accommodation Plan/Workplace Emergency Response form.
- 7.2. The employee may be required to provide medical and/or functional abilities information to support their accommodation needs, identify barriers and solutions, which will be treated confidentially and be limited to the information need to provided appropriate accommodation.
- 7.3. Moneris will provide individualized workplace emergency response information to the employee who has a disability as soon as practicable after Moneris becomes aware of the need for accommodation.
- 7.4. Where the employee who received individualized workplace emergency response information requires assistance, Moneris will, with the employee's consent, provide the workplace emergency response information to the person designated by Moneris to provide assistance to the employee.
- 7.5. Moneris will review the Individualized Workplace Emergency Response Information when:
 - the employee moves to a different location in the organization;
 - the employee's overall accommodations needs or plans are reviewed; and
 - Moneris reviews its general emergency response policies.
- 7.6. Individualized Workplace Emergency Response Information will be maintained in the employee's file.

8. Availability of accessible formats and communication supports

Upon request, Moneris Solutions will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Accessibility accommodations may include but are not limited to:

- Assistive devices; including hardware and/or software
- Enlarged text;
- Braille format;
- Communication support either in person or over the phone;
- Documents provided via email.

Moneris Solutions will consult with the person making the request in determining the suitability of an accessible format or communication support.

9. Confidentiality

Moneris will protect the privacy of information and individuals who have a disability to ensure that all individual needs to address are treated fairly and respectfully. Moneris will protect the privacy of employees in accordance with applicable law and Moneris' Employee Privacy Policy. Employees are not required to disclose the nature of the disability except where necessary to secure appropriate accommodation.

Employees of Moneris will have access to resources including but not limited to all supervisory personnel, managers, executives, and/or Human Resources. Confidential support is available via the Employee Assistance Program (EAP). The Employee Assistance Program is available to employees and their eligible dependents via Life Works. Life Works is a confidential service that is accessible 24/7 at no cost. The service may be reached at 1-877-207-8833 or through LifeWorks.com – User ID: moneris, Password: solutions.

10. Policy review

Moneris will review this Policy and Procedure annually and will post in a conspicuous place in the workplace.

11. Revision history

Revision	Date	Description of the modifications	Prepared by	Approved by
1.00	2017-12-20	Initial release	Human Resources	CHRO
2.00	2023-xx-xx	Review and update	Human Resources	CHRO

12. Policy owner

Owner (in block letters)	Title
Moneris Solution Corporation	Chief Human Resources Officer

13. Related documents

Accessibility Standards for Customer Service
 Integrated Accessibility Standards Policy
 Multi-Year Accessibility Plan
 Individual Accommodation Workplace Emergency Response Form
 Code of Conduct
 Health & Safety Policy
 Employee Privacy Policy