

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

OBJECTIVE

Ubisoft Toronto is committed to meeting its current and ongoing obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. This policy has been established under the Act to ensure that we are fully accessible to persons with disabilities and provide a quality of customer service consistent with the principles of independence, dignity, integration and equality of opportunity.

Ubisoft Toronto is committed to providing any documents required by the Act and its regulations in an accessible format upon request within a reasonable period of time.

GUIDELINES & DEFINITIONS

Disability

The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, 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
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Assistive Devices

Is a technical aid, communicating device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. This could include but is not limited to wheelchairs, walkers, hearing aids, oxygen tanks and speech generating devices.

Persons with disabilities may use their own assistive devices as required on our premises. Our staff members receive training on assistive devices that may be used by persons with a disability while accessing our services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our facilities.

Communication

When communicating with a person with a disability, Ubisoft Toronto is committed to doing so in a manner that takes into account the person's disability. We will work with the person with a disability to determine the best method of communication.

Ubisoft Toronto provides customer service training to all employees affected by this policy to ensure we deliver a positive customer service experience for all external and internal customers.

Service Animals

An animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability

A person with a disability that is accompanied by a service animal will be allowed access to the premises that are open to the public unless otherwise excluded by law.

Support Persons

A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

If a person with a disability is accompanied by a support person, Ubisoft Toronto will ensure that both persons are allowed to enter the premises together and that the person with a disability is not prevented from having access to the support person.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Ubisoft Toronto. In the event of any temporary disruptions to facilities or services reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

When possible, notices will be clearly posted and communicated in accessible formats. The notices will include the following information:

- Services that are disrupted or unavailable
- Reason for disruption
- Anticipated duration; and
- A description of alternative services or options if available

Training

Ubisoft Toronto will provide training to all of our employees who deal with the public or other third parties on our behalf on the requirements of the accessibility standards. New employees will also complete accessibility & human rights training within their first month of employment. Ubisoft Toronto will keep a record of training that includes the dates training was provided and completed.

Training will include:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*, the requirements of the Customer Service Standards and the contents of this policy
- 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 assistive devices
- What to do if a person with a disability is having difficulty in accessing Ubisoft Toronto's services

Workplace Emergency Response

Ubisoft Toronto is committed to a safe work environment and will provide an individualized emergency evacuation plan to employees who have a disability. Where the employee requires assistance, Ubisoft Toronto will, with consent of the employee, provide the individualized plan to a person designated to provide assistance. If you require an individualized emergency evacuation plan, please contact [HR Connect](#).

Feedback Process

Ubisoft Toronto welcomes feedback on how we provide accessible customer service. This feedback will help us identify barriers and respond to concerns. Feedback may be submitted in person, by telephone, in writing, or delivered by electronic text through email or otherwise. Any person who wishes to provide feedback can submit to:

Email: info.to@ubisoft.com

Phone: 416-840-1240

Mail: Human Resources
224 Wallace Ave, Suite 200
Toronto, ON
M6H 1V7

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

Feedback and/or other inquiries will be directed to the Human Resources department via info.to@ubisoft.com and will be responded to within 15 days.

Ubisoft Toronto will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability

Ubisoft Toronto will post in publically accessible areas that documents related to the Customer Service Standards are available upon request and in a format that takes into account the person's disability.

Modifications to this or other policies

Any policy of Ubisoft Toronto that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

If you have any questions or concerns about this policy please contact info.to@ubisoft.com.