

Imperial Oil

Multi-year Accessibility Plan and Policies

Imperial Oil Limited and Imperial Oil ("Imperial") are committed to ensuring equal access and participation for people with disabilities. Imperial is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. Imperial will do so by meeting Imperial's accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") and Ontario's accessibility laws.

Imperial is committed to meeting its current and ongoing obligations under the Ontario *Human Rights Code* respecting non-discrimination. Imperial understands that the requirements in the standards set out in the AODA and its regulations are not a replacement or a substitution for the requirements established under the Ontario *Human Rights Code*, nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

Imperial's accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Part I: General

Multi-Year Accessibility Plan

Imperial has established and implemented a Multi-Year Accessibility Plan (the “Plan”) which outlines Imperial’s strategy to prevent and remove barriers and meet the applicable AODA Standards for Customer Service; Information and Communications; and Employment. Many of Imperial’s policies, procedures and practices already in place are aligned with these standards. Imperial will review and update this Plan at least once every five years.

Compliance Plan

AODA Standard	Compliance Date
Part II: Information & Communication	January 1, 2016
• Accessible websites and web content	June 30, 2022
Part III: Employment	January 1, 2016
Part IV: Customer Service	January 1, 2016

Part II: Information and Communication Standards

Feedback

Imperial will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

Imperial will notify the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports

Imperial shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- a) in a timely manner that takes into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

Imperial shall consult with the person making the request in determining the suitability of an accessible format or communication support.

Imperial shall notify the public about the availability of accessible formats and communication supports.

Emergency Procedures, Plans and Public Safety Information

Imperial is committed to providing its customers with publicly available emergency information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible Websites and Web Content

Imperial is committed to meeting the communication needs of persons with disabilities. Imperial's new websites and content on those sites conform to WCAG 2.0, Level A. All of Imperial's websites and web content will conform with WCAG 2.0 Level AA by June 30, 2022.

Part III: Employment Standards

Imperial shall comply with all human rights and other employment legislation with respect to persons with disabilities. Imperial shall administer its personnel policies, programs and practices in accordance with human rights and other employment legislation in all aspects of the employment relationship.

As of January 1, 2016, Imperial was in compliance with the following employment standards:

Recruitment

Notify employees and the public about the availability of accommodation for applicants with disabilities in Imperial's recruitment processes.

Recruitment, Assessment or Selection

Notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, notify the successful applicant of Imperial's policies for accommodating employees with disabilities.

Informing Employees of Supports

Inform employees of Imperial's policies used to support employees with disabilities including, but not limited to, policies on the provision of job accommodation that take into account an employee's accessibility needs due to disability.

Provide the same information to new employees as soon as practicable after they begin their employment.

Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employees

Where an employee with a disability so requests, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace.

Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Documented Individual Accommodation Plans

Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

Return to Work Process

Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Performance Management

Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management process in respect of employees with disabilities.

Career Development and Advancement

Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities.

Redeployment

Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Workplace Emergency Response Information

Imperial shall provide employees with disabilities with individualized emergency response information, if the employee's disability is such that the individualized information is necessary and Imperial is aware of the need for accommodation due to the employee's disability.

Commitment to Accommodation

Imperial is committed to making every reasonable effort to accommodate persons with disabilities, so long as such accommodation does not cause Imperial undue hardship.

Part IV: Customer Service Standards

Accessible Customer Service Policy

Purpose

Imperial shall use reasonable efforts to ensure that its policies are consistent with the following principles:

1. Imperial's goods, services or facilities are provided in a manner that respects the dignity and independence of persons with disabilities.
2. Imperial's provision of goods, services or facilities to persons with disabilities are integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable persons with disabilities to obtain, use or benefit from the goods, services or facilities.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
4. When communicating with a person with a disability, Imperial shall do so in a manner that takes into account the person's disability.

Assistive Devices:

Imperial is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from Imperial's goods, services or facilities, or with the availability of other measures, if any, which enable them to do so.

Self-Service Kiosks

Imperial is committed to incorporating accessibility features and considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Support Persons and Service Animals:

Imperial is committed to welcoming persons with disabilities who are accompanied by a support person or service animal in accordance with the AODA and its regulations. Any person with a disability who is accompanied by a support person or service animal will be able to enter Imperial's premises with their support person or service animal, unless the service animal is otherwise excluded by law from the premises.

Services for persons with disabilities:

Imperial will meet accessibility laws when building or making major changes to public spaces.

Notice of temporary disruption:

Imperial will notify customers in the event of a planned or unexpected disruption to Imperial's goods, services or facilities typically used by persons with disabilities. Notice of a disruption will be posted at the entrance of Imperial's premises or other reasonably visible location and include information on the good, service or facility that is unavailable, reason for the disruption, anticipated duration and a description of alternative goods, services or facilities, if available.

Training:

Training about the provision of goods and services to persons with disabilities will be provided to all persons to whom this policy applies. Specifically, the training will include:

- a) Overview of the AODA and the requirements of the Customer Service Standard.

- b) How to interact and communicate with persons with various types of disabilities.
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- d) What to do if a person with a disability is having difficulty accessing Imperial's goods and services.
- e) As appropriate, ongoing training and communication about any changes to this policy, practices or procedures.

Imperial is further committed to training all of Imperial's employees and volunteers in aspects of the Ontario *Human Rights Code* that relate to persons with disabilities.

Feedback, Questions and Requests about Imperial's Accessibility Policy and Plan:

Feedback on the way Imperial provides goods and services to persons with disabilities, questions about the policy, requests for an explanation or copy of this policy or a related document, can be directed as follows:

- a) By Phone: 1-800-567-3776
- b) By email: contact.imperial@esso.ca
- c) In writing:

Imperial
Public & Government Affairs
PO Box 2480 Station M
505 Quarry Park Blvd SE
Calgary, AB T2P 3M9

Once feedback is received, Legal or Public and Government Affairs services will identify the appropriate internal contact and ensure that a response to the feedback is provided in a timely manner.

Upon request, Imperial will provide documents, or the information contained in these documents, to persons with disabilities in an accessible format to the individual requested.

HR process owner

January 1, 2016

Update- June 20, 2022