

# 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 identifying, 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, get help from Apple using SignTime (see <http://www.apple.com/accessibility/>) or receive support 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 where 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 in their roles.

**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 and completed.

## Information & Communication

**Accessible Formats** - Apple Canada is dedicated to communicating with people with disabilities in ways that take into account their disability. Resources such as Braille User Guides and Voluntary Product Accessibility Templates (VPATs) are always available at <https://support.apple.com/accessibility>. 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) 2.1 Level AA 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](mailto: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 internal People Support team.

## 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 the plan regularly and post it on its website for employees and the public to access.

This Accessibility Plan includes:

- Initiatives that were completed in 2017-2023, 2024 up to the time of publication (February 2024).
- Measures that Apple Canada will be taking in 2024 and beyond to identify, remove and prevent barriers to persons with disabilities.

## Completed 2017- 2023 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 various disabilities. In 2015 the Accessibility Standards Policy and Customer Service Plan were merged into one Accessibility Policy and Plan with separate sections.

**Customer Service** - Apple devices have a host of accessibility features and formats — built right in. See [www.apple.com/accessibility](http://www.apple.com/accessibility) for additional details and guidance on using VoiceOver, Assistive Touch, Guided Access, Voice Control, Switch Control, Personal Voice and other features. While Apple Canada does not have self-service kiosks it continuously works to make its devices accessible to all individuals with disabilities.

**SignTime** - In 2022, Apple Canada introduced SignTime for customers to easily receive shopping help or technical services support using sign language.

**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** - Apple's emergency information is regularly reviewed so that retail stores and corporate offices have 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 have been 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** - 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 an updated [Accommodations and Return to Work Policy](#) including an Individual Accommodation Plan and process for its creation, via intranet and via training. The email address [accomrecordsCAN@apple.com](mailto: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** - Apple Canada published and provides multiple ways for customers to provide feedback including emailing [accessibility@apple.com](mailto: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 People Support.

## Design of Public Spaces

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

## Planned 2024-2027 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 and updated as necessary.

## Customer Service

Apple will review periodically 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 Apple's Accessibility and Accommodation 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 monitor and update as needed in order to maintain Web Content Accessibility Guidelines.

## 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

# Personal Emergency Evacuation Plan

June 2023 • Version 4 • Global

*January 2024*

# Who is this form for?

A Personal Emergency Evacuation Plan (PEEP) is a bespoke “escape plan” for an individual who may have difficulties evacuating a building to a place of safety without support or assistance from others.

This document helps to identify hazards which may hinder an individual from evacuating safely, and also any control measures required to keep them safe in the event of an evacuation. Team Members who require a PEEP are primarily those with any of the following which may impact their ability to safely evacuate:

- Wheelchair user
- Limited mobility (may include pregnant persons)
- Visual needs
- Hearing needs
- Some mental health conditions
- Some medical conditions
- Those with a temporary disability, for example a broken leg

*It is important that the measures identified in this plan are shared with the store Emergency Response Team or external emergency medical personnel (where applicable) and/or anyone who is identified as having a specific responsibility (for example, a buddy) to effectively assist with the evacuation. Permission to share details must be given by the team member before doing so.*

Personal Emergency Evacuation Plans should be reviewed every 12 months, or as/when there are significant changes to the team member's circumstances.

# Evacuation Procedure For (Insert Team Member's Name):

List step by step evacuation instructions beginning from the alarm activation and/or notification to evacuate:

1	
2	
3	
4	
5	

Question	Yes	No	N/A	Notes
Has the team member received a copy of the finalized plan?				
Is anyone who is identified as having a specific responsibility to effectively assist with the evacuation aware of the support they are expected to provide?				
Has this plan been rehearsed?				
PEEP prepared by	Manager Name			
Date of review				



# Needs Assessment

Question	Yes	No	N/A	Notes
Are you familiar with the evacuation plan and the route to the assembly point(s)?				
Do you have difficulties identifying or recognizing emergency exit signs or fire alarms?				
Can you open doors unassisted? Have you tried opening all of the emergency exit doors?				
Do you have any concerns with the distance from the store to the assembly point(s)?				
Do you need an evacuation lift or other aid to assist in evacuation?				
Would you experience any difficulties raising the alarm if you discovered a fire or any other emergency?				
Are there any obstacles, such as stairs, that are difficult for you to navigate?				
Do you use a wheelchair or other mobility device?				
Are you able to reach the assembly point(s) unaided from all areas of the building?				
If you have a service animal, is it familiar with alarm tones and what provisions are needed to protect its welfare during an emergency?				
Is assistance needed in times of high stress? <i>Describe how the team member reacts in a high stress situation.</i>				
Do you have photosensitive epilepsy and/or any sensory sensitivities that may be triggered by lights or sounds in the event of an emergency?				

Provision considerations can be explored via [ehs.apple.com](https://ehs.apple.com).