



MULTI-YEAR ACCESSIBILITY PLAN

West is committed to recognizing and addressing the needs of persons with disabilities.

West strives to identify, remove and prevent barriers to accessibility and comply with the objectives and requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) and the *Ontario Human Rights Code* (the “**OHRC**”).

This Multi-Year Accessibility Plan (this “**Plan**”), West’s Accessible Customer Service Policy and West’s Accessible Employment Standards Policy (collectively, the “**Policies**”) set out the actions West has taken to meet the objectives and requirements of the AODA.

Upon request, West will provide a copy of this Plan in an accessible format.

Accessible Formats and Communication Supports

West provides, or arranges to provide, accessible formats and communication supports to persons with disabilities in connection with their communications with West or when accessing publicly available information or documents from West. West strives to do so in a timely manner that takes into account each person’s accessibility needs due to disability.

Accessible Customer Service Standards

West strives to communicate with each customer with a disability in a manner that takes into account the customer’s disability and the customer’s preferred method of communication.

West permits each customer with a disability, where possible and permitted by law, to use their own assistive devices and be accompanied by service animals or support persons, or alternatively, accommodates such customer by other means, including by removing barriers.

West strives to promptly notify customers if there is a planned or unexpected disruption to services which customers with a disability use to access services.

For more information, please read West’s Accessible Customer Service Policy.

Accessible Employment Standards

West notifies applicants, employees and the public about the Policies and the availability of accommodation for persons with disabilities.

If an applicant or employee requests accommodation, West consults with the applicant or employee and provides a suitable accommodation in a timely manner that takes into account the applicant’s or employee’s individual accessibility needs. West works with employees to develop individual accommodation plans, if and where necessary, including in connection with an employee’s return to work from a disability, and provide employees with accessible formats and communication supports which may be required for their work.

West develops, reviews and adjusts, as required, individual workplace emergency response information for employees who have a disability.

West considers the accessibility needs of employees with disabilities when conducting performance management or providing career development.

For more information, please read West's Accessible Employment Standards Policy.

Training

West provides training on the requirements of the AODA and the OHRC to all employees and any other persons who provide goods or services on behalf of West.

West maintains records of all such training that has been undertaken.

Questions or Feedback?

If you have any questions or feedback, or for more information about this Plan or the Policies, please contact:

West Human Resources
(800) 662-9292
employeesupport@puzzlehr.com
11650 Miracle Hills Dr
Omaha, NE 68154

Please let us know if you require accessible formats and communication supports when contacting us. West strives to respond to all questions or feedback in a timely manner.