

ACCESSIBILITY NOTICES

PCLI (the “Company”) is committed to meeting the accessibility needs of people with disabilities in a timely manner and meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*.

Availability of Accessibility Documents

The Company’s Multi-Year Accessibility Plan is available on the Company’s website. The Company’s Accessibility and Standards for Customer Service Policies (including the Company’s statements on the use of service animals and support persons, temporary disruptions, feedback and customer service training) are also publicly available for review in the Company’s office. These documents are also otherwise available, upon request.

Availability and Format of Documents

The Company will, upon request, provide or arrange for accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person’s accessibility needs due to a disability, at no additional cost. The Company will consult with a person making such a request to determine their accessibility needs and the appropriate supports or formats.

Feedback Process

The Company provides customers with the opportunity to communicate feedback on service provided to persons with disabilities. The Company’s feedback processes can be accessed with accessible formats and communication supports, upon request.

Accommodations in Recruitment

Accommodations are available for applicants with disabilities in the Company’s recruitment processes.