

Service Animals

Any customer that requires a service animal will be allowed to have the service animal accompany him/her to any area within Pivotal's office locations that is accessible to customers or the general public. Animals are considered service animals if:

- a. it is readily apparent that the animal is used by the person for reasons related to his or her disability; or
- b. the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.

If the Company becomes aware that the presence of any service animal adversely affects the health of any employee or member of the public, every effort will be made to ensure that both the health and safety rights of the individuals and the accessibility rights of customer are met. If no solution can be reached to meet both goals, the health and safety of any individual will take priority and the Company will find an alternate means to provide the service to the customer or member of the public.

Support Person

Any customer or member of the public that requires a support person will be allowed to have the support person accompany him/her to any area within Pivotal that is accessible to customers. Support persons are identified as such if:

- a. it is readily apparent that the person is providing assistive support to someone with a disability; or
- b. the person provides a letter from a physician or nurse confirming that the person requires the support person for reasons related to the disability.

If the customer is attending training or any other meeting that includes the company providing meals, we shall also provide for any support person.

Assistive Devices

Customers or the general public with a disability are permitted, where possible, to use their own assistive device when on our premises. Examples of an assistive device include a walking cane or hearing aid.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first try to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will be provided with instructions on how to use equipment or devices available at our office locations or otherwise provided by our organization as applicable.

Employee Training

All staff that interact with actual or potential customers or who develop our policies, practices and procedures governing our provision of goods and services have been trained on this policy, as well as on ways to appropriately communicate with persons with disabilities. The training is part of new hire orientation for those staff hired into customer service and/or customer interaction roles or roles with policy, practices, and/or procedure development responsibilities.

Our training includes:

- An overview of the Customer Service Standard

- Our Company Policy
- Instructions on what to do if a person with a disability is having difficulty accessing our premises and/or services
- Our Feedback Process
- Instructions to staff on how to use equipment or devices available on our organization's premises or otherwise provided by our organization
- Information on ways to appropriately communicate with persons with disabilities.

Continuous Improvement

The initiatives in place reflect the requirements of the Accessibility for Ontarians with Disability Act as well as a company specific needs assessment that was conducted by trained experts in Human Resources.

We recognize that we cannot anticipate, and thus remove, all barriers. Therefore, Pivotal Integrated HR Solutions has implemented a process by which individuals can provide feedback specific to any experience related to accessing our services. There is a feedback form available on the Company website and for those that cannot access the document there, it is available by contacting the Head Office via phone or e-mail.

Our HR, Payroll, and Staffing division staff is familiar with the form and can either provide it directly or re-direct any inquiries appropriately. All complaints will be responded to within five working days with either (a) a resolution or (b) an update as to the steps that have been taken and/or will be taken, along with a timeframe in which further communication from the Company can be expected. A copy of each form will be retained by the appropriate division who will recommend continuous improvement initiatives on an ongoing basis.

The majority of our physical interaction with customers or the general public occurs through our Staffing division. To ensure the accessibility of this division an 'Accessibility Committee' has been formed with a representative from each of the 6 staffing branches. This committee will meet on a quarterly basis to review accessibility feedback received and to discuss areas for further improvement in regards to our accessibility.

This policy, including the training and feedback process, will be reviewed annually.

This policy is available on our website and can be provided to any member of the public upon request.