

Accessibility for Ontarians with Disabilities Act (AODA) Policy

Policy Statement

GroupM Canada INC d/b/a WPP Media (the “**Company**”) is committed in providing an accessible and inclusive environment in which all persons have equal access to its goods and services as required by the Accessibility Standards for Customer Service, O. Regulation 429/07 (“ASCS”) made under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

The Company and its employees must take the appropriate steps to ensure that anyone with a disability who visits the Company’s premises, will be able to use their personal assistive devices, service animals and support persons within the limits of any applicable privacy or health and safety laws or regulations.

Purpose

To describe how the Company will ensure that persons with disabilities will have access to the Company’s goods and services in a manner that respects their dignity and independence and in accordance with the requirements contained in the ASCS and the AODA.

Scope and Applicability

This Policy applies to all employees and/or agents who work for the Company and provide goods and services to members of the public and/or third parties on the Company’s behalf. This Policy applies to persons with disabilities who access the Company’s goods and services or premises. There is a workplace AODA program that implements this policy and its general guidelines. It includes a training policy, measures and procedures in dealing with clients of varying disabilities, dealing with support persons, assistive devices, service animals as well as a feedback system. Every worker must work in compliance with this policy and the reporting guidelines.

Training Policy

The Company will train and update its employees to communicate with people with disabilities in ways that take into account their disability. The Company will provide appropriate training to all applicable parties where it is required under The Accessibility for Ontarians with Disabilities Act, 2005. The HR Department in consultation with the Company’s Management will determine the classes of personnel to receive the training.

Responsibility and Accountability

Without limiting the scope of this general guideline, each employee shall act to ensure to:

- Treat persons who use assistive devices, support persons and service animals with the same courtesy and respect that the Company affords to all persons.
- Appropriately interact with people with disabilities who use an assistive device, service animal or support person.
- Where appropriate, advise persons with disabilities about accessible features at the Company’s premises.
- Refrain from operating assistive devices unless express instructions to the contrary have been received.
- Permit service animals and support persons to accompany members of the public and third parties with disabilities to all areas of the premises normally used by these individuals. This includes washrooms and reception areas.

- If there are any questions about the use of a service animal or support person by members of the public or third parties, refer the matter to Management immediately.
- Immediately notify Management of all feedback and/or complaints related to the way in which the Company provides its goods and services to persons with disabilities.
- Complete scheduled training. Work in compliance with the training received.
- Identify any accessibility training needs that they are aware of to their supervisor or Management.
- Senior management will be trained on additional responsibilities

Feedback Process

Every person has the right to make a complaint or offer a suggestion or compliment on the way in which the Company provides its goods and services to people with disabilities. Employees that receive feedback or a complaint from a member of the public or third party on the way in which the Company provides its goods and services to persons with disabilities must immediately forward the information to Human Resources. Confidentiality and privacy of the person with a disability must be respected at all times by the Company's employees.

Notice of Temporary Disruptions If there is a temporary disruption of facilities or goods and services that persons with disabilities usually use to access the Company's goods and services, the Company will give notice of the disruption to the public in a conspicuous place such as on the Company's premises or by posting it on the Company's website or social media properties (e.g. Twitter).

Notice of Availability and Documentation

The Company will notify persons to whom it provides goods and services, that a copy of the policy on accessible goods and services is available upon request. If the company is required to provide a copy of this Policy to a person with a disability, it will provide the person with the Policy or the information contained in the Policy in a format that takes the person's disability into account.