

METRO ONTARIO INC. and METRO ONTARIO PHARMACIES LIMITED POLICY STATEMENT OF ORGANIZATIONAL COMMITMENT

SUMMARY

Metro Ontario Inc., and its applicable subsidiaries including Metro Ontario Pharmacies Limited (together, “**Metro**”), supports the full inclusion of persons with disabilities in a timely manner as set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”) and in Ontario *Human Rights Code* (the “**Code**”).

Under AODA and its Regulations, the following accessibility standards set requirements that are applicable to Metro:

- Customer Service;
- Information and Communications;
- Employment; and
- Built Environment.

COMMITMENT

Metro is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same goods and services, in the same place and in a similar way as other customers.

Metro is committed to ensuring that every employee and customer receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the Code and AODA and its Regulations. Metro will meet the accessibility needs of persons with disabilities in a timely manner.

POLICY APPLICATION

This policy applies to all individuals entitled to the protections set out in AODA and its Regulations, including customers and staff of Metro.

DEFINITION OF DISABILITY

AODA defines “disability” as:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan

established under the *Workplace Safety and Insurance Act, 1997*.

Where required, Metro will make all reasonable efforts to meet the needs of disabled customers and employees in a timely manner.

MEANS OF ACHIEVING METRO'S ACCESSIBILITY OBJECTIVES

This policy, related policies and the Metro Ontario Inc. Multi-Year Accessibility Plan outline Metro's strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under AODA and its Regulations.

ACCESSIBLE FORMATS

All of the aforementioned documents are available in accessible formats upon request.

December 16, 2019