

**Accessibility Requirements and Accessibility Plan of Imperial Oil and ExxonMobil
Business Support Centre Canada ULC (EMBSCC) for Ontario**

Part I: General

Our Company's Establishment of an Accessibility Requirements

Imperial Oil and ExxonMobil Business Support Centre Canada ULC (EMBSCC) (hereinafter referred to collectively as "the Company") have developed, established and implemented the following Accessibility Requirements and Accessibility Plan governing how our Company will achieve accessibility through meeting its requirements referred to in the *Accessibility for Ontarians with Disabilities Act, 2005* (the "Act") and the Regulations made pursuant to the Act.

Our Company's Accessibility Plan

Our Company has established and implemented the following multi-year Accessibility Plan which outlines our Company's strategy to prevent and remove barriers and meet our Company's requirements under the Integrated Accessibility Standards Regulation (the "Regulation") under the Act. Our Company has posted this Accessibility Plan on our website. Our Company will provide a copy of our Accessibility Plan in an accessible format upon request. Our Company will review and update our Accessibility Plan at least once every five years.

Our Company's Statement of Commitment

Our Company is committed to meeting the accessibility standards for each of (1) Information and Communications and (2) Employment for people with disabilities in accordance with the Regulation. Our Company is committed to meeting the accessibility needs of people with disabilities in a timely manner and to providing equitable treatment and equal opportunity to people with disabilities in accordance with the law. Our Company is committed to providing our goods and services in a manner that respects the dignity and independence of people with disabilities. Our Company is also committed to giving people with disabilities the opportunity to access our goods and services and to benefit from those services in the same or a similar way as other customers in accordance with the law.

Our Company's Self-Service Kiosks

Our Company has had regard for the accessibility of people with disabilities when designing, procuring or acquiring self-service kiosks.

Our Company's Employee Training

Our Company will ensure that training is provided to our employees on the requirements of the accessibility standards referred to in the Regulation and on the *Human Rights Code* as it pertains to persons with disabilities by January 1, 2015.

Part II: Information and Communication Standards

Feedback

By January 1, 2015:

- Our Company will ensure that our processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request, by January 1, 2015.
- Our Company will notify the public about the availability of accessible formats and communication supports by January 1, 2015.

Our Company's Accessible Formats and Communication Supports

By January 1, 2016:

- Our Company shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:
 - (a) in a timely manner that takes into account the person's accessibility needs due to disability; and
 - (b) at a cost that is no more than the regular cost charged to other persons.

- Our Company shall consult with the person making the request in determining the suitability of an accessible format or communication support.
- Our Company shall notify the public about the availability of accessible formats and communication supports.

Our Company's Emergency Procedures, Plans and Public Safety Information

Our Company is committed to providing our customers with publicly available emergency information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Our Company's Accessible Websites and Web Content

Our Company is committed to meeting the communication needs of people with disabilities. Our Company's new websites and content on those sites conform to WCAG 2.0, Level A. All of our Company's websites and web content will conform with WCAG 2.0 Level AA by January 1, 2021.

Part III: Employment Standards

Our Company shall comply with all human rights and other employment legislation with respect to people with disabilities. Our Company shall administer our Company's personnel policies, programs and practices in accordance with human rights and other employment legislation in all aspects of the employment relationship.

By January 1, 2016, our Company will comply with the following employment standards:

Recruitment

- Our Company shall notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes.

Recruitment, Assessment or Selection

- Our Company will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, our Company will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

- Our Company shall, when making offers of employment, notify the successful applicant of our Company's policies for accommodating employees with disabilities.

Informing Employees of Supports

- Our Company shall inform our employees of our policies used to support our employees with disabilities including, but not limited to, policies on the provision of job accommodation that take into account an employee's accessibility needs due to disability.
- Our Company shall provide the same information to new employees as soon as practicable after they begin their employment.
- Our Company shall provide updated information to our employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employees

- Where an employee with a disability so requests, our Company shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
 - (a) information that is needed in order to perform the employee's job;
 - and

(b) information that is generally available to employees in the workplace.

- Our Company shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

Documented Individual Accommodation Plans

- Our Company shall develop and have in place a written process for the development of documented individual accommodation plans for our employees with disabilities.

Return to Work Process

- Our Company shall develop and have in place a return to work process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Performance Management

- Our Company shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using our performance management process in respect of employees with disabilities.

Career Development and Advancement

- Our Company shall take into account the accessibility needs of our employees with disabilities as well as any individual accommodation plans when providing career development and advancement to our employees with disabilities.

Redeployment

- Our Company shall take into account the accessibility needs of our employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Workplace Emergency Response Information

Our Company shall provide employees with disabilities with individualized emergency response information, if the employee's disability is such that the individualized information is necessary and our Company is aware of the need for accommodation due to our employee's disability.

Our Company's Commitment to Accommodation

Our Company is committed to making every reasonable effort to accommodate people with disabilities, so long as such accommodation does not cause our Company undue hardship.

For more information on our Company's Accessibility Plan, Please contact:

Email: hr4mgrs.canada@esso.ca