



Horizons ETFs Management (Canada) Inc.

Accessibility Policy
Providing Goods and Services to Individuals with Disabilities

December 2023

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INTRODUCTION

Horizons ETFs Management (Canada) Inc (Horizons) is committed to providing an accessible workplace in which all individuals have equal access to Horizons services in a way that respects the dignity and independence of persons with disabilities. The Horizons Accessibility Policy ensures accessible service options are available to accommodate individuals and/or groups who may face barriers on Horizons ETFs premises. The policy supports the *Accessibility for Ontarians with Disabilities Act* as well as other existing provincial legislation.

Horizons is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Horizons understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. AODA seeks to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities.

Horizons is committed to excellence in serving and providing services to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

POLICY ADMINISTRATION

This policy will be maintained by the Human Resources Department at Horizons. A copy of the policy will be provided to individuals requesting it, in an accessible format if required. Access to the policy is also available through the Horizons website and is available to all employees on the shared network drive.

1.0 Accessible Communications

Horizons is committed to making our company accessible to all individuals, including persons with disabilities. Our goal is to treat all individuals in a manner that allows them to maintain their dignity and independence. We will ensure equal treatment and accessibility for all individuals. This is done in accordance with legislation, feedback from our employees and clients, and best practices. We communicate with people with disabilities in ways that consider their disability.

We are committed to working with the person with disabilities to determine what method of communication works for them and accommodate to the best of our abilities.

2.0 Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A list of regulated health professionals will be available to all staff for reference.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

While visiting Horizons, it is the responsibility of the person with the service animal to control the animal at all times.

3.0 Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Horizons might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Horizons will:

- consult with the person with a disability to understand their needs and obtain consent from the person with disability before communicating private issues related to the person with the disability, in the presence of the support person.
- consider health or safety reasons based on available evidence.
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Horizons staff is trained on how to interact with persons with a disability who are accompanied by a support person.

4.0 Assistive Devices

Persons with disabilities are welcome to use assistive devices on Horizons premises.

It should be noted that the Horizons office is fully accessible to the disabled. Should assistance be required to gain entry, a convenient buzzer is available to summons an employee.

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 the 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.

Horizons assures it will provide an alternative means of assistance to the person with a disability.

5.0 Notice of Temporary Disruption

In the event of a planned or unexpected interruption to the accessibility of Horizons services and/or premises, we will do our best to provide notice of interruption. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative services where available.

We may not be able to give advance notice in the case of an emergency disruption.

We will post notice where appropriate depending on the cause of service/location of the disruption.

6.0 Training

Horizons is committed to training appropriate staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

a) all persons who participate in developing the organization's policies;

Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We will maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

7.0 Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request.

We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically 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.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability. We will review the individualized workplace emergency response information:

- a. when the employee moves to a different location in the organization;
- b. when the employee's overall accommodations needs or plans are reviewed; and
- c. when the employer reviews its general emergency response policies.

8.0 Request for Accommodation

An adaptation or adjustment may be required to enable an employee to perform his or her essential job duties, and may be requested anytime throughout their employment. Whether at the recruitment stage or at any point during the employment term due to a change in circumstances or otherwise.

An employee or candidate who requires accommodation may request such accommodation by contacting hr@horizonsetfs.com.

9.0 Feedback Process

Horizons is committed to treating everyone with the greatest respect and to providing the highest level of service.

Any questions or concerns regarding accessibility, or individual requests can be directed to Human Resources at Horizons. We may ask for further information to identify a solution to respond to your request.

By Mail:

Horizons ETFs Management (Canada) Inc. Attn: Human Resources
55 University Ave,
Suite 800
Toronto, Ontario, M5J 2H7

By Phone: Local: 416-507-4110 / Toll Free: 1-866-299-7929

By E-Mail: hr@horizonsetfs.com

Horizons ensures this policy is communicated, monitored and applied consistently, and complies with applicable legislation. A review and maintenance of our accessibility Program, including this policy, will be conducted on a regular basis.