

## **Accessibility Standards Statement And Information about Policies and Practices**

### **PURPOSE**

Fiera Capital Corporation and its Canadian affiliates (“**Fiera Capital**”) that maintain a presence in Ontario are committed to providing access to Fiera Capital’s financial products and services to individuals with disabilities in Ontario in a timely manner, consistent with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and related standards and regulations (collectively, the “**AODA**”).

The Policy is designed to ensure that Fiera Capital is accessible to all employees, clients and visitors in a way that respects the dignity and independence of people with a wide range of disabilities, whether a person’s disability is apparent or not. Fiera Capital is committed to meeting the needs of people with disabilities and will do so by preventing and removing barriers to accessibility and meeting the requirements under AODA.

### **APPLICATION**

This Policy applies to every person who deals with members of the public or who deals with other third parties in Ontario on behalf of Fiera Capital. This Policy is meant to benefit persons with a wide range of disabilities, whether a person’s disability is apparent or not.

This Policy addresses the requirements of AODA and describes how Fiera Capital will comply with those requirements. AODA does not replace or limit any requirements that have been established under the *Human Rights Code* (Ontario) or other legislation that is applicable to Fiera Capital.

### **TRAINING**

Fiera Capital will provide training to employees working in Ontario on the requirements of AODA and, where appropriate, the *Human Rights Code* (Ontario) as it pertains to persons with disabilities. The training will include information specifically on how to:

- interact and communicate with people with various types of disabilities;
- interact with people who use assistive devices or require the assistance of a service animal or a support person; and
- assist a client or visitor who is having difficulty accessing our services.

Training will be provided periodically to the employees of Fiera Capital and will be refreshed when there are changes to the policies. Training of new employees will take place as soon as is practicable and a record will be maintained of the training provided and to whom.

## **CUSTOMER SERVICE STANDARD**

### **Use of Assistive Devices, Services Animals and Support Persons**

Fiera Capital welcomes people with disabilities to use assistive devices, support persons, or registered service animals to access Fiera Capital's premises or its financial products and services

Our frontline employees who deal directly with clients and visitors are familiar with and able to accommodate people with various assistive devices.

### **Notice of Temporary Service Disruption**

Fiera Capital will endeavour to provide notice to clients and visitors with disabilities in the event of a planned or unexpected disruption to services or office facilities owned or controlled by Fiera Capital that are usually used by individuals with disabilities. Where possible, the notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (where applicable).

Generally, Fiera Capital does not own its premises, and relies on a professional landlord for the maintenance of all facilities. Fiera Capital's landlord will often disseminate information about service disruptions. This information is then disseminated to all employees by Toronto Office Management.

### **Feedback and Concerns**

Fiera Capital welcomes feedback, which may be made by e-mail, letter, telephone, in person, or in another way that better meets the communication needs of the person providing the feedback. Fiera Capital will provide or arrange for the provision of accessible formats and communication supports upon request. See below for information on how to contact Fiera Capital and provide feedback.

## **INFORMATION & COMMUNICATION STANDARD**

In accordance with the *Integrated Accessibility Standards Regulation ("IASR")* with respect to Information and Communications, Fiera Capital is committed to communicating with an individual with a disability in a manner that considers the individual's needs in a timely manner that takes into account the person's accessibility needs due to his or her disability and at a cost that is no more than the regular cost charged to other persons.

Upon request, Fiera Capital will endeavour to provide, or arrange to provide, communications in accessible formats and communication supports to a person with a disability in order to facilitate access to Fiera Capital's financial products and services.

In order to achieve this:

1. Information will be made available in accessible formats, on request. Alternative formats are available at no additional cost and will be provided in a timely manner.
2. The client servicer will consult with the person making the request to determine the suitability of an accessible format or communication support.
3. The IASR gives flexibility to the client servicer to determine the most appropriate accessible format or communication support, given the needs of the person making the request and the firm's ability

to deliver.

4. If the information cannot be converted, the client servicer will explain why the firm is unable to do so and provide a summary of the content.

## **Web Content**

Fiera Capital will ensure, as much as reasonably possible, that its internet websites that are accessible to members of the public conform with the applicable requirements of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 by the dates specified in the AODA.

As required by the IASR, Fiera Capital will ensure, as much as reasonably possible, all new web content on the Fiera Capital website conforms with WCAG 2.0, Level A, and all new web content on the Fiera Capital website will conform with WCAG 2.0, Level AA protocols. This applies to websites and web content, including web-based applications that Fiera Capital controls directly or through a contractual relationship that allows for modification of the product, unless it is not practicable to conform due to the availability of commercial software or tools or both.

## **EMPLOYMENT STANDARD**

Fiera Capital is an equal opportunity employer. When posting a job externally, we will advise of the availability of accommodation for applicants with disabilities during the recruitment processes; and that job applicants may request accommodations during the assessment and selection process.

Successful job applicants will be provided information about Fiera Capital's accommodation policies in an offer of employment. Fiera Capital will consult with any employee who has a disability on the availability of accessible information and communication supports, upon request for information that relates to the person's job and for information that is generally available to all employees.

Fiera Capital will document individual accommodation plans for employees with disabilities, which will include how the employee can participate in the creation and development of the accommodation plan, how often it will be reviewed and confirms that the company will safeguard the employee's personal information.

In addition to general workplace emergency response information which will be provided to all employees, Fiera Capital shall provide individualized workplace emergency response information to employees who have a disability, if necessary, and if Fiera Capital's employee makes Fiera Capital aware of the need for accommodation due to the employee's disability. Fiera Capital shall provide this information as soon as practicable after becoming aware of the need for accommodation to Toronto Office Management who will in turn inform Fiera Capital's professional landlord. This information shall be reviewed as needed.

## **TRANSPORTATION STANDARD**

The Transportation Standard does not apply to Fiera Capital.

## **DESIGN OF PUBLIC SPACES STANDARD**

Generally, Fiera Capital does not own its premises, and relies on a professional landlord for the maintenance of all facilities.

## **ACCESSIBILITY PLAN**

Fiera Capital has established and will maintain and document an accessibility plan to outline its strategy to prevent and remove barriers and meet its requirements under certain AODA standards. The accessibility plan will be reviewed and updated as required, but not less frequently than every three years, and will be posted online. Upon request, Fiera Capital will provide a copy of the accessibility plan in an accessible format.

## **REVIEW**

This Policy will be reviewed and revised from time to time. This Policy will also be reviewed and revised when new or revised standards are developed under AODA to ensure consistency with such standards.

## PROCEDURES

### REQUESTS FOR INFORMATION AND PROCESS FOR PROVIDING FEEDBACK AND CUSTOMER CONCERNS PROCEDIRES

#### How to Provide Feedback and Concerns

If you have feedback or concerns about the way Fiera Capital provides access to its products and services to persons with disabilities or if you wish to request information in accessible formats your request or comment may be made in person, via telephone, e-mail or in writing to:

<p><b>By telephone at:</b> 416-364-3711 or 1-800-994-9002;</p> <p><b>By fax at:</b> 416-955-4877;</p> <p><b>By email at:</b> <a href="mailto:accessibility@fieracapital.com">accessibility@fieracapital.com</a>;</p> <p><b>Or mail to:</b> Fiera Capital Canada Attn: Client Service 200 Bay Street Suite 3800, South Tower Toronto, Ontario, M5J 2J1</p>	<p><b>By contacting Client Services:</b></p> <p>Name: Allison De Korte Telephone: (416) 955-4912 E-mail: <a href="mailto:adekorte@fieracapital.com">adekorte@fieracapital.com</a></p> <p>Name: Erin Meagher Telephone: (416)866-2246 E-mail: <a href="mailto:emeagher@fieracapital.com">emeagher@fieracapital.com</a></p>
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Fiera Capital will forward all feedback, including concerns, to the appropriate business unit for a response which will be communicated in the same manner as received, if reasonable, within 30 days of receipt.

### ACCESSIBILITY IN CUSTOMER SERVICE TRAINING PROCEDURES

#### Purpose

Fiera Capital Corporation (the “**Fiera Capital**”) is committed to providing access to Fiera Capital’s products and services to individuals with disabilities. The Procedures are intended to address, at a minimum, the requirements of the *Accessibility for Ontarians with Disabilities Act 2005* (“**AODA**”) and related standards and regulations. The Procedures describe how Fiera Capital will provide its employees with training in order that they may enhance the accessibility of its products and services to persons with disabilities.

The following processes should be followed, where possible, to ensure that Fiera Capital is prepared to receive all clients and visitors with disabilities and accommodate their needs in advance of coming to our offices.

#### Content of Training

Fiera Capital will provide appropriate training to employees working in Ontario about the requirements of the AODA and, where appropriate, the *Human Rights Code* (Ontario) as it pertains to persons with disabilities.

Training of Employees will include:

- The purpose of the AODA and the requirements under the regulations made thereunder;
- 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;
- How to use assistive devices that may be available on the premises of Fiera Capital or are otherwise provided by Fiera Capital that may help with the provision of products or services to a person with a disability; and
- What to do if a person with a disability is having difficulty accessing Fiera Capital's products and services.

### Timing for Training

Each existing employee will receive training periodically and new employees will receive training as soon as reasonably possible after assuming a role that requires training.

### Communication and Assistive Devices Process

When an employee becomes aware that a client/visitor with a disability will be coming into our offices for a meeting requiring a meeting room, please book a boardroom by emailing the Toronto Office Management team at "TorontoOfficeManagement@fieracapital.com" copying the attendees as well as IT Services if necessary with details of what equipment, assistive devices or requests are needed for the client/visitor (e.g., personal voice amplification devices, telephone relay service, etc.).

The Toronto Office Management team will work with IT Services to will set up the necessary equipment in advance of the meeting.

If necessary, Toronto Office Management team will ensure that IT Services will be available at the start of each meeting to ensure the appropriate set up is made and to source any additional requirements.

Requests for documents to be provided in alternate formats (e.g., large print, Braille) should be handled directly by the meeting organizer/host. In the event that a document conversion is required which cannot be performed onsite (e.g., braille) please contact the client's Client Servicing team, who will make every reasonable effort to source an external provider to assist in the conversion.

The Toronto Office Management team will make every reasonable effort to source out and coordinate any requested equipment and services for clients/visitors with disabilities.

### Notice of Disruption

In the event of a disruption to our services or office facilities, the following steps will be taken:

- Building management will notify the Toronto Office Management team of any disruption of service which may impact access to our office tower.
- The Toronto Office Management team will notify employees of the disruption and advise of an alternative route to access our tower, if one is available.

- The Toronto Office Management team will identify if any meetings have been booked with clients/visitors with a disability.
- The Toronto Office Management team will then contact the meeting organizer/host and provide the following information:
  - Where the disruption is taking place,
  - Provide an alternative route (if possible),
  - Provide information regarding length of delay (if possible),
- The meeting organizer/host will contact the client/visitor directly and provide the details listed above.

### Registered Service Animals

- When you become aware of a client/visitor with a disability coming to our offices with a registered service animal, please inform the Toronto Office Management by email at “TorontoOfficeManagement@fieracapital.com” at the same time as booking the boardroom through the Outlook system and indicate that the client will be accompanied by a registered service animal in the comments section of the boardroom booking request.
- The Toronto Office Management team will arrange to have available and offer the client/visitor a water and food bowl for the service animal (food will not be provided).

### Support Persons

- When you become aware of a client/visitor with a disability coming to our offices with a support person, please inform the Toronto Office Management by email at “TorontoOfficeManagement@fieracapital.com” at the same time as booking the boardroom through the Outlook system and indicate that the client will be accompanied by a support person and note, if known, whether the support person will be present during the meeting or will require a separate waiting area. The Toronto Office Management team will arrange a separate waiting area if required.
- If a support person is required to be present during a meeting, the meeting organizer/host will be responsible for getting the client’s consent to share confidential information.

## EMPLOYMENT STANDARD PROCEDURES

### Individual Accommodation Plans

In accordance with the *Integrated Accessibility Standards Regulation (“IASR”)* with respect to Employment, a process has been established for responding to requests for individual accommodation. Fiera Capital will provide job accommodations that consider an employee’s accessibility needs due to disability, where suitable and necessary. If an employee is absent from work due to disability and requires accommodation consideration in order to return to work, Fiera Capital will work, where suitable and necessary, to develop an individual accommodation plan for that employee.

## Ontario Human Rights Code

Under the Ontario *Human Rights Code* (“**Code**”), all employers must meet the accommodations needs of employees with disabilities as fully and promptly as possible, up to the point of undue hardship (which is determined by cost, availability of alternative funding, and health and safety concerns).

The Code and AODA work in conjunction with one another. The Code is a complaints-based legislation that addresses discrimination. The Code offers protection of rights, equal opportunity and freedom from discrimination.

The Code applies to all Ontario organizations regardless of type or size.

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