

---

## Accessible Customer Service (ACS) Policy

TrueBlue, Inc. and its subsidiaries (“TrueBlue” or “Company”) strive to provide an accessible customer service experience. The objective of this policy (the “ACS Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

### 1. APPLICATION

The ACS Policy applies to all

- a) Every person who is an employee of, or a volunteer with, the Company
- b) Every person who participates in developing Company policies
- c) Every other person who provides goods, services or facilities on behalf the Company

### 2. DEFINITIONS

i. **Accessible Formats** - may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

ii. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

iii. **Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

iv. **Disability** – means:

- 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*.
- v. **Guide Dog** - A guide dog as defined in section 1 of the Blind Persons Rights' Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.
- vi. **Service Animal** – means an animal:
- a) that can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
  - b) for which the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
    - A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
    - A member of the College of Chiropractors of Ontario.
    - A member of the College of Nurses of Ontario.
    - A member of the College of Occupational Therapists of Ontario.
    - A member of the College of Optometrists of Ontario.
    - A member of the College of Physicians and Surgeons of Ontario.
    - A member of the College of Physiotherapists of Ontario.
    - A member of the College of Psychologists of Ontario.
    - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
- vii. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods, services and facilities.
- viii. **"We", "Our" and "Staff"** means the Company and its employees, volunteers, agents and contractors.

### 3. CORE PRINCIPLES OF THE ACS POLICY

We endeavor to ensure that the ACS Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability should be treated as valued individuals as deserving of service as any other person.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods, services and facilities.

iii. **Integration** - Wherever possible, persons with a disability should benefit from our goods, services and facilities in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

iv. **Independence** – Services should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without first attempting to get the permission of the person with a disability.

## **6. PROVIDING GOODS, SERVICES AND FACILITIES TO PEOPLE WITH DISABILITIES**

### **I. Policies**

The Company shall make all reasonable efforts to ensure that its policies which impact the delivery of its services to the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

### **II. Communication**

The Company strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

### **III. Assistive Devices**

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

### **IV. Accessibility at Our Premises**

We offer accessible websites and processes and assistance from our employees to enable persons with a disability to obtain, use or benefit from our goods, services and facilities.

### **V. Service Animals**

Persons with a disability may enter premises owned and/or operated by the Company accompanied by a Guide Dog or Service Animal, and keep the Guide Dog or Service Animal with them, if the public has access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

If a Guide Dog or Service Animal must be excluded by law, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

## **VI. Support Persons**

A person with a disability may enter premises owned and/or operated by the Company with a Support Person and have access to the Support Person while on the premises.

The Company may require a person with a disability to be accompanied by a Support Person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,

- a) a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

The Company occasionally holds functions and events for which it charges attendees an admission fee. We will ensure that, if a separate admission fee is to be charged for a Support Person, advance notice is provided of the existence and the amount of the admission fee to be charged. If the Company requires a person with a disability to be accompanied by a Support Person, the Company shall waive any applicable admission fee for the Support Person.

## **VII. Notice of Temporary Disruptions**

The Company will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our goods, services and facilities. The notice will be posted at the entrance of the applicable premises and on the home page of the TrueBlue website

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

## **7. TRAINING AND RECORDS**

The Company will provide training, and ongoing training as required under the Standard, to all persons to whom this ACS Policy applies.

---

### A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the ACS Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods, services and facilities.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

### B. Timing of Training

The Company will ensure training will be provided to all persons to whom this ACS Policy applies as soon as practicable after he or she is assigned the applicable duties. On-going training will occur as changes are made to policies and as new individuals assume the applicable duties.

### C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Standard

## **8. FEEDBACK PROCEDURE**

### A. Receiving Feedback

The Company welcomes and appreciates feedback regarding this ACS Policy and its implementation. Feedback can be provided in the following ways:

- i. By telephone at 1-800-610-8920.
- ii. In writing to 1015 A Street Tacoma, WA 98402.
- iii. Electronically to [hr-advice@trueblue.com](mailto:hr-advice@trueblue.com)

---

***B. Responding to Feedback***

Where the feedback received requires the Company to take an action or where a complaint is received the Company will take the necessary action in response to the feedback or complaint and will document the action taken. This documentation will be available upon request.

***C. Availability of Feedback Procedure***

The Company shall make information about this feedback procedure readily available to the public and shall make it accessible to persons with disabilities by providing, or arranging for the provision of, Accessible Formats and Communication Supports, on request

**9. DOCUMENTATION TO BE MADE AVAILABLE**

This ACS Policy and any other documentation required by the Standard shall be made available to any member of the public upon request.

Notification of same shall be posted at a conspicuous place on premises owned or operated by the Company by posting it on the TrueBlue website, or by such other method as is reasonable in the circumstances.

**10. FORMAT OF DOCUMENTS**

The Company will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in an Accessible Format or with a Communication Support upon request.

The document(s) shall be provided in a timely and in a manner that takes into account the person's accessibility needs due to disability. The document shall also be provided at a cost that is no more than the regular cost charged to other persons.

The Company shall consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

**11. QUESTIONS ABOUT THIS POLICY**

For more information about the ACS Policy, please contact [hr-advice@trueblue.com](mailto:hr-advice@trueblue.com) (or 1-800-610-8920).

**Last Updated: December 22, 2023**

**Applies to: TrueBlue, Inc. and its subsidiaries in Ontario, Canada**