

# Accessible Employment Policy

## Hiring

Hootsuite is committed to being inclusive in our hiring policies. We commit to notifying the public that we will accommodate the needs of people with disabilities in our hiring process.

During the hiring process, we will include the following paragraph in job postings:

*Hootsuite is an inclusive employer. We will make every effort to provide accommodations requested by candidates taking part in all aspects of the selection process.*

When scheduling an interview, we will inform job applicants that every effort will be made to provide requested accommodations.

If an interview candidate requests an accommodation, we will discuss a candidate's needs with them and make every effort to make adjustments to support them.

## Workplace information

Hootsuite is committed to providing workplace information in an accessible format if an employee requests it. This includes:

- any information employees need to perform their jobs (e.g., job descriptions and manuals); and
- general information that is available to all employees at work (e.g., company newsletters, bulletins about company policies, and health and safety information).

If a person with a disability asks for accessible information or requires communication supports, Hootsuite will work with them to determine how to meet their needs.

While information in accessible formats required might not be readily available, we commit to providing the information in a timely manner.

If an employee requires accommodation during an emergency, Hootsuite is committed to providing accessible emergency information to staff and working to develop an individual emergency response plan for employees who require accommodation to emergency plans and procedures.

## Communication of accessibility policies

Hootsuite is committed to informing all employees about policies to support people with disabilities. Our Accessibility Policy and Accessible Employment Policy will be reviewed with

new employees when they are hired, and all current employees will be informed if we modify our Accessibility Policy or Accessible Employment Policy.

The Hootsuite Accessibility Policy and Multi-Year Accessibility Plan will be posted on Hootsuite.com and on HootWiki. The Hootsuite Accessible Employment Policy will be posted on HootWiki and in the Peeps (All Company) group on Workplace. All accessibility policies are available upon request by any Hootsuite employee.

## Accommodation plans

Hootsuite is committed to creating accommodation plans and providing accommodations for employees with disabilities.

The following statement is kept posted on all bulletin boards and in lunch rooms. In addition, during the hiring and orientation process, new employees are informed of this information.

*\* Hootsuite has an Accessibility Policy and an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact your manager so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.\**

When an employee with a disability requests an accommodation, the following process will be followed.

### Step 1. Recognize the Need for Accommodation

The need for accommodation can be:

- requested by the employee to their manager; or
- identified by the employee's manager or people partner.

### Step 2. Gather Relevant Information and Assess Needs

In discussion with the employee, Hootsuite does not require details on the nature of the employee's disability to provide an accommodation; it needs to know only about the employee's functional abilities.

The manager may ask for a functional capacity assessment at the company's expense.

The employee and the manager evaluate potential options to find the most appropriate measure.

An external expert may be involved, at the company's expense.

### Step 3. Write a Formal, Individual Accommodation Plan

After the most appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including:

- accessible formats and communication supports, if requested;
- workplace emergency response information, if required; and
- any other accommodation that is to be provided.

The accommodation plan is provided to the employee in a format that takes into account accessibility needs related to the employee's disability.

The employee's personal information is protected at all times.

If an individual accommodation is denied, the manager provides the employee with the reason for the denial, in an accessible format.

### Step 4. Implement, Monitor, and Review the Accommodation Plan

The employee and manager monitor the implementation of the accommodation plan to ensure that it is effective.

Formal reviews are conducted at a predetermined frequency.

The accommodation plan is reviewed if the employee's work location or position changes.

The accommodation is reviewed if the nature of the employee's disability changes.

If the accommodation is determined to be no longer appropriate, the employee and the manager work together to gather relevant information and reassess the employee's needs in order for the employer to find the best accommodation measure (refer to Step 2).

## Return-to-work process

Hootsuite is committed to creating return-to-work (RTW) plans to support employees who have been absent from work due to a non-work-related disability and who require accommodations to return to work.

When an employee with a disability requests an accommodation to return to work, the following process will be followed.

### Step 1. Initiate the Leave and Return-to-Work Process

The employee reports a need for a disability leave to their manager, who relays the information or request to the People Team.

## Step 2. Make and Maintain Contact with the Employee on Leave

While the employee is on leave, the manager:

- maintains regular contact with the employee, with the employee's consent;
- provides the employee with RTW information;
- helps resolve any problems with treatment, if requested to do so by the employee; and
- monitors the employee's progress until the employee is determined to be ready to return to work.

The employee:

- receives and follows the appropriate medical treatment while on disability leave;
- updates the People Team about their progress; and
- gives their health care provider the RTW information.

The health care provider:

- provides appropriate and effective treatment to the employee; and
- provides required information to the employer on the employee's functional abilities, if requested.

## Step 3. Develop a Return to Work Plan

The employee, the manager, and the health care provider (if needed) collaborate to develop a formal RTW plan, which is included in the employee's individual accommodation plan, if applicable.

- If the employee has *no residual functional limitations*, the employee returns to their regular position with no accommodation required.
- If the employee has *temporary* functional limitations, the employee returns to a temporary modified work environment with accommodation, or to an alternative transitional position.
- If the employee has *lasting functional limitations*, the employee returns to work with permanent accommodations, if possible, or is permanently reassigned to another position, if an appropriate position is available.

## Step 4. Monitor and Evaluate the Return to Work Process

The employee, supervisor, and the manager monitor and review the RTW process regularly until it has been completed.

Where necessary the Return to Work Process may be modified to account for additional or unforeseen issues arising during or from the return to work.