

AODA Integrated Accessibility Standards Policy (Accessibility for Ontarians with Disabilities Act)

Commitment

Rothmans, Benson & Hedges Inc. ("RBH") is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to breaking down barriers and increasing accessibility for persons with disabilities in the areas of customer service, information and communications, design of public spaces and employment, in accordance with the objectives of applicable accessibility legislation and human rights code in Canada including *Accessibility of Ontarians with Disabilities Act* (AODA).

Accessibility Standards Plan

RBH will develop and maintain an accessibility plan outlining the company's strategy to improve opportunities and accessibility for persons with disabilities.

Training

RBH will ensure that training is provided to all of its employees on the requirements of the AODA and the Ontario *Human Rights Code* and other applicable accessibility legislation and human rights code in Canada as it relates to persons with disabilities. Training will be provided in a way that best suits the duties of employees. This training will also be provided to each new employee as part of his or her orientation program upon hire. Employees will also be trained when changes are made to this policy.

Customer Service

RBH is committed to excellence in servicing all customers including people with disabilities. RBH has implemented a customer service policy which contains details about how RBH will deal with: communication; assistive devices; support animals; support persons; notice of temporary disruption; and feedback.

Information and Communications

RBH is committed to meeting the communication needs of people with disabilities. We will provide publicly available emergency information in an accessible format upon request. Similarly, we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

We will ensure that all new internet websites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

Employment

RBH is committed to fair and accessible employment practices. To this end, we will accommodate people with disabilities during the recruitment, assessment and hiring processes and during employment.

We will review current recruitment policies, job descriptions, communications, performance management, career development, and re-deployment processes, and amend as necessary to reflect the integrated accessibility standards. Further, we will identify and take any necessary steps to prevent and remove other accessibility barriers affecting employment.

RBH will develop or revise as required individual accommodation plans and return-to-work policies for employees who have been absent due to a disability. We will provide individualized

workplace emergency response information to employees who have a disability when necessary.

Design of Public Spaces

RBH strives, when applicable, to meet the technical requirements of the design of public spaces standards when building or making major modifications to public spaces which can include accessible off-street parking, ramps, sidewalks, entrances and service-related elements like service counters, check-out lines, waiting areas and washrooms.

Feedback process

RBH welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in writing, by email or phone. Customers who wish to provide feedback on the way RBH provides goods, services or facilities to people with disabilities can provide feedback in the following ways:

- contact our customer service at

- 1-800-304-4033 – IQOS
- 1-800-315-5851 – Cigarettes, Cigars and SNUS
- 1-800-267-6363 – Fine Cut, Tubes and Accessories
- 1-866-724-8804 – All other matters

- complete the web form on <http://www.iqos.ca/> to chat with an agent, request a call back or send a message

- send an email to info@iqos.ca

- send a letter by mail to People & Culture Team at RBH Inc. 1500 Don Mills Rd.
Toronto, On M3B 3L1

All feedback, including complaints, will be directed to the People & Culture Team and will be responded to in writing, by email or telephone within 5 business days. RBH Inc. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

RBH Inc. will notify the public that documents related to accessible customer service, are available upon request by posting a notice on its websites:

<https://www.rbhinc.ca/>

<http://www.iqos.ca/>

RBH will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies

Any policy of RBH that does not respect and promote the dignity and independence of people with disabilities will be amended.