



Accessibility Policy HRP-07-17-1

PCM Canada, and all of its affiliates (namely, PCM Canada Inc. and TigerDirect Canada) will hereby be referred to as 'PCM Canada' for the duration of this policy.

Purpose:

PCM Canada is committed to diversity, inclusion and accessibility for persons with disabilities. The purpose of this policy is to establish policies, practices and procedures to ensure PCM Canada is accessible to people with disabilities in accordance with Accessibility for Ontarians with Disabilities Act, 2005 (the "Act").

Policy Statement:

PCM Canada is committed to ensuring equal access, service, and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

Application:

This policy applies to all PCM Canada workers in Ontario.

General Principles and Practices:

PCM Canada shall meet its duties and responsibilities under the "Act" by adhering to the following principles and practices:

1. Communication

PCM Canada is committed to communicating with persons with disabilities in ways that consider their disability.

2. Training of employees

PCM Canada will provide training to all its workers regarding the provisions and ways to ensure accessible programs, goods, services, and workplace.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.



Accessibility Policy HRP-07-17-1

3. Assistive devices

PCM Canada permits persons with disabilities to use their personal assistive devices while on its premises.

4. Service animals and support persons

PCM Canada welcomes onto its premises people with disabilities and their service animals and support persons upon whom persons with disabilities rely.

5. Notice of temporary disruption

PCM Canada will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason for the disruption, the anticipation of the disruption and any alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises.

Procedure:

To request accommodation or assistance for any good or service, contact PCM Canada by phone or email.

1. Feedback process

PCM Canada encourages feedback regarding how it provides goods and services to persons with disabilities. This can be provided via the following methods:

- E-mail: through the "Contact Us" link on our website
www.pcmcanada.com
<http://www.pcmcanada.com/sectors/help/contactus.asp>
- Mail: Attn: Customer Service
 55 East Beaver Creek Rd., Unit G,
 Richmond Hill, ON L4B 1E5
- Phone: (888) 771-9999



Accessibility Policy

HRP-07-17-1

2. Modifications to this or other policies

PCM Canada is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

3. Policy Review

PCM Canada will maintain the Accessibility Plan & Policy outlining the Company's strategy to prevent and remove barriers from its workplace and to meet its requirements under the "Act".

4. Compliance

Employees are expected to comply with all parts of this policy. Failure to comply will result in discipline, up to and including termination for cause.