

# Multi-Year Accessibility Plan

## General Requirements

For private sector employers with 50+ employees in Ontario, the following requirements must be met.

Requirement	YES	NO	N/A	Notes/Actions
<p><b>Establishment of Accessibility Policies:</b></p> <ul style="list-style-type: none"> <li>• Develop, implement and maintain required accessibility policies</li> <li>• Statement of commitment</li> <li>• Make policies available to the public</li> </ul>	Yes			<p>South Western Insurance Group has the following policies implemented in the organization:</p> <ul style="list-style-type: none"> <li>• Accessibility Policy</li> <li>• Accessible Customer Service Policy</li> <li>• Information and Communications Standard Policy</li> <li>• Employment Standard Policy</li> </ul> <p>And a Statement of Commitment - AODA (Accessibility).</p> <p>These policies are available <a href="P:\Intranet\ENGLISH\Employee Tools\AODA Compliance">P:\Intranet\ENGLISH\Employee Tools\AODA Compliance</a></p>
<p><b>Hiring:</b> Ensure job postings are accessible and inform employees and the public of the Employer's commitment to accommodating the needs of people with disabilities in the hiring process. This information must be posted on the Employer's website and included in all job postings.</p>	Yes			<p>South Western Insurance Group welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.</p>
<p>Notify job applicants when they are selected for an interview that accommodation will be provided.</p>	Yes			<p>South Western Insurance Group ensures that each candidate is asked if accommodations are required when contacting an applicant about an interview.</p>
<p>Notify successful applicants of the organization's accommodation policies for accommodating employees with disabilities.</p>	Yes			<p>South Western Insurance Group has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation due to a disability or a medical need that you have not yet informed us about, please contact Anastasia Botchkarev, 21 Four Seasons Place, Suite 105,</p>



				Toronto, ON M9B 6J8, 1- 800- 668- 4275, anastasia@swgholdings.com so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.
Inform employees about the organization’s policies to support people with disabilities. Inform new employees when they are hired, and inform all employees if the policies are updated or changed.	Yes			To distribute this information, South Western Insurance Group uses the following (or any other method preferred by employees): <ul style="list-style-type: none"> <li>● Newsletters</li> <li>● Emails</li> <li>● Memos</li> <li>● Websites</li> <li>● Bulletin boards</li> <li>● Staff meetings</li> <li>● One-on-one conversations</li> <li>● ADP Home Page</li> <li>● P Drive</li> </ul>
<p><b>Providing Accessible Workplace Information:</b> Workplace information must be provided in an accessible format upon employee request. This includes:</p> <ul style="list-style-type: none"> <li>● Any information necessary for employees to perform their jobs (e.g., job descriptions and manuals).</li> <li>● General information available to all employees at work (e.g., company newsletters, organization-wide memos, and bulletins regarding company policies and health and safety information).</li> </ul>	Yes			South Western Insurance Group will engage in discussions with employees with disabilities to determine their preferred information delivery methods and how information can be made <a href="#">accessible</a> .
<b>Self-Service Kiosks</b>			N/A	
<p><b>Providing Individualized Workplace Emergency Response Information:</b> Emergency information must be made accessible and a plan must be developed to help employees with disabilities during an emergency.</p> <p>As an employer, if you know an employee might need help in an emergency due to a permanent or temporary disability, you</p>	Yes			In the event where an employee requests this, designated HR will collaborate with the employee and their manager to follow South Western Insurance Group’s Emergency Response procedure and provide all necessary information to accommodate the employee.



<p>must provide individualized emergency response information to the employee. For example, how an employee:</p> <ul style="list-style-type: none"> <li>• Who uses a wheelchair can safely exit a building in the event of a fire</li> <li>• With a hearing disability, who cannot hear an alarm, will be notified in the event of an emergency</li> <li>• With a visual disability will identify and navigate emergency escape routes</li> <li>• With an invisible disability, such as a heart condition that prevents them from using stairs, will evacuate a building during an emergency</li> </ul>			
<p><b>Managing Performance, Career Development, And Redeployment:</b></p> <p>If you have performance management or career development processes, you must consider the needs of an employee with disabilities when you:</p> <ul style="list-style-type: none"> <li>• Hold formal or informal performance reviews</li> <li>• Promote or move them to a new job</li> </ul>	Yes		<p>When needed/ requested South Western Insurance Group will:</p> <ul style="list-style-type: none"> <li>• Make documents available in accessible formats (for example, large print for people with low vision)</li> <li>• Provide feedback and coaching in a way that is accessible to them (for example, allowing someone with a learning disability to record the conversation)</li> <li>• Provide the accommodations they need to successfully learn new skills or take on more responsibilities</li> </ul>
<p><b>Feedback:</b> Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities.</p>	Yes		<p>When needed/ requested South Western Insurance Group will:</p> <ul style="list-style-type: none"> <li>• Provide or Arrange for accessible formats to give persons with disabilities the required channels for giving, receiving and responding to feedback.</li> <li>• Upon request, providing accessible <a href="#">communication supports</a>. For example, if feedback is given or received through written methods, providing alternative methods such as text-to-screen software, allowing employees to give or receive feedback via verbal communication, etc.</li> </ul>



<p><b>Accommodation Plans:</b> You must develop and write a process for creating accommodation plans for employees with disabilities. This process must be documented and should include:</p> <ul style="list-style-type: none"> <li>● How an employee participates in the development of their individual accommodation plan</li> <li>● How an employee is assessed on an individual basis</li> <li>● If applicable: How a unionized employee can ask for a representative from their bargaining agent to participate in the development of the accommodation plan</li> <li>● How a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan (as applicable)</li> <li>● How South Western Insurance Group, as an employer, can request assistance from an outside expert, at your expense</li> <li>● The steps you will take to protect the privacy of the employee’s personal information</li> <li>● How and when you will provide the employee with their personalized accommodation plan</li> <li>● The schedule for when and how the plan will be reviewed and updated</li> <li>● How you will tell an employee that their individual accommodation plan has not been accepted</li> <li>● How you will provide the plan in an accessible format</li> </ul>	<p><b>Yes</b></p>		<p>Upon request, South Western Insurance Group and the employee with a disability will collaboratively determine and implement the appropriate accommodation measures, following are examples of how the company can make information in an accessible format. All necessary documents related to Accessibility is store in <a href="P:\Intranet\ENGLISH\Employee Tools\AODA Compliance">P:\Intranet\ENGLISH\Employee Tools\AODA Compliance</a></p> <ul style="list-style-type: none"> <li>● HTML and Microsoft Word</li> <li>● accessible audio formats</li> <li>● large print</li> <li>● text transcripts of visual and audio information, such a video transcript</li> <li>● reading the written information aloud to the person directly</li> <li>● exchanging hand-written notes (or providing a note taker or communication assistant)</li> <li>● captioning or audio description</li> <li>● assistive listening systems</li> <li>● augmentative and alternative communication methods and strategies (for example, the use of letter, word or picture boards, and reading devices that speak out loud to convey the information)</li> <li>● sign language interpretation and intervenor services</li> <li>● repeating, clarifying or restating information</li> <li>● How you will provide workplace information in an accessible format, if requested</li> <li>● How you will provide accessible emergency information, if needed</li> <li>● Any other accommodation that is to be provided</li> </ul>
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<p><b>Return-to-Work Process:</b></p> <p>This requirement does not replace or override any other return-to-work process made under any other law (e.g., WSIA).</p> <p>You must develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.</p>	<p><b>Yes</b></p>			<p>South Western Insurance Group will follow Return to Work Process – Non-Work Related Disability policy for employees who require disability-related accommodations to return to work (non-work related).</p> <p>Return to work plan and documentation will be saved in the individual folder of employees.</p>
<p><b>Submit an Accessibility Compliance Report:</b></p> <p>Businesses or nonprofits with 20 or more employees are required to submit an accessibility compliance report every three years.</p> <p>The report confirms adherence to current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).</p>	<p><b>Yes</b></p>			<p>Accessibility Compliance report was submitted on 12/13/2023 and the next report will be submitted on 11/01/2024.</p> <p>HR department of South Western Insurance Group is responsible for creating, submitting and documenting Accessibility Compliance Report.</p> <p>Upon request, this report can made available in accessible format.</p>
<p><b>Training:</b> Accessibility training which meets AODA requirements must be provided to:</p> <ul style="list-style-type: none"> <li>● All employees and volunteers (paid and unpaid, full-time, part-time and contract positions) as soon as possible after joining the organization</li> <li>● Anyone involved in developing your organization’s policies (including managers, senior leaders, directors, board members and owners)</li> <li>● Anyone who provides goods, services or facilities to clients/customers on your organization’s behalf</li> </ul>	<p><b>Yes</b></p>			<p>Accessibility training provided to employees of South Western Insurance Group must cover the following:</p> <ul style="list-style-type: none"> <li>● the purpose of the Accessibility for Ontarians with Disabilities Act</li> <li>● an overview of the requirements of the customer service standard</li> <li>● your organization’s policy on providing accessible customer service</li> <li>● how to interact with people with various types of disabilities</li> <li>● how to interact with people who use an assistive device or require the assistance of a service animal or support person</li> <li>● information on how to use any equipment or devices available in your organization to help provide goods, services or facilities to people with disabilities (for example, screen readers, lifts, TTY phone line)</li> <li>● what to do if a person with a disability is having difficulty accessing your organization’s</li> </ul>

			<p>goods, services or facilities</p> <ul style="list-style-type: none"> <li>the accessibility standards and the Ontario Human Rights Code as it relates to people with disabilities</li> <li>any changes or updates to the organization's accessibility policies</li> <li>any accessibility training pertaining to the employees responsibilities or job duties</li> </ul> <p>HR is responsible for tracking training document and information and it is stored in individual employee folders.</p>
<p><b>Off-Street Parking:</b></p> <ul style="list-style-type: none"> <li>Material(s), including visual evidence with measurement of the width, confirming off-street parking facilities has a minimum number of parking spaces for persons with disabilities in accordance with the requirements.</li> </ul>	<p><b>Yes</b></p>		<ul style="list-style-type: none"> <li>One parking space which meets the requirements of a Type A parking space where there are 12 parking spaces or fewer.</li> <li>Four per cent of the total number of parking spaces where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number:</li> <li>Where an even number of parking spaces for the use of persons with disabilities are provided, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided.</li> <li>Where an odd number of parking spaces for the use of persons with disabilities are provided, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.</li> <li>One parking space for the use of persons with disabilities and an additional three per cent of parking spaces for the use of persons with disabilities, where there are between 101 and 200 parking spaces must be parking spaces for the use of</li> </ul>

				<p>persons with disabilities, calculated in accordance with ratios set out above, rounding up to the nearest whole number.</p> <ul style="list-style-type: none"> <li>• Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratio set out above, rounding up to the nearest whole number.</li> <li>• Eleven parking spaces for the use of persons with disabilities and an additional one percent of parking spaces for the use of persons with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for the use of persons with disabilities in accordance with the ratio set out above, rounding up to the nearest whole number.</li> </ul>
<ul style="list-style-type: none"> <li>• Material(s), including visual evidence with measurement of the width, confirming if the organization provides more than one off-street parking facility at a site, the organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility.</li> </ul>	<p><b>Yes</b></p>			<p>Illustrated Technical Guide to the Design of Public Spaces:</p> <p><a href="#">2.6.2 Required Number and Location of Accessible Parking Spaces (gaates.org)</a></p>