

Integrated Accessibility Standards-Multi Year Accessibility Plan

LAST REVIEWED: JANUARY 26, 2021

INTEGRATED ACCESSIBILITY STANDARDS (“IAS”) – Multi Year Accessibility Plan (“Accessibility Plan”)

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2020 (“AODA”)

Date: January 26, 2021

Part I – General Requirements

Initiative	Action
Establishment of Accessibility Policies	Travelers Canada’s Integrated Accessibility Standards Policy (“Policy”), describing how Travelers Canada achieves or will achieve accessibility, is posted on Travelers Canada’s website. The Policy is available in an accessible format upon request.
Accessibility Plans	This Accessibility Plan outlines Travelers Canada’s strategy to prevent and remove barriers and to meet its requirements under the IAS, is posted on Travelers Canada’s website. The Accessibility Plan is available in an accessible format upon request. The Accessibility Plan will be reviewed every 5 years.
Training	Travelers Canada is currently developing training for the training of employees, volunteers and other persons specified in the IAS on the requirements of the accessibility standards. Records of the training will be retained by Travelers Canada. Deadline: Q 1 2015.

PART II – Information and Communications Standards

Initiative	Action
Feedback, Accessible Formats & Communication Supports	Travelers Canada utilizes accessibility software to ensure that feedback processes are accessible to people with disabilities. Additionally, if required, Travelers Canada will arrange for the provision of alternate formats. Our Integrated Accessibility Standards Policy (found on our website) discloses to the public that accessible formats and communication supports are available.
Accessible Websites & Web Content	Any new Travelers Canada’s internet websites and web content conform to the WCAG 2.0 standards presently required to be conformed to under the IAS. All of Travelers Canada’s internet websites and web content (other than for applicable exceptions) will conform to the WCAG 2.0 standards required in the timelines and as required by the IAS to be conformed to in the future. Deadline: January 1, 2021.

PART III – Employment Standards

Initiative	Action
Recruitment – General	Travelers Canada is identifying the forums (both internal and external) on which Travelers Canada recruitment opportunities are posted. Notification of availability of accommodation for persons with disabilities will be provided in relation to such postings. Deadline: January 1, 2016.
Recruitment, Assessment or Selection Process	The above notification will be tailored to include notification to candidates, who have been individually selected to participate in an assessment or selection process, that accommodation is available upon request. Such accommodation shall be provided by Travelers Canada. Deadline: January 1, 2016.
Notice to Successful Applicants	The above notification will be included in the successful candidate’s offer letter. Deadline January 1, 2016.
Informing Employees of Supports	Travelers Canada is identifying the most effective method of informing employees of its policies (as well as changes to such policies) used to support employees with disabilities. Such information will be provided to new employees as part of Travelers Canada on-boarding process. Deadline January 1, 2016.
Accessible Formats & Communication Supports for Employees	Travelers Canada is developing a process to allow for consultation with an employee when providing or arranging for the provision of accessible formats and communication supports for that employee and when determining the suitability of such to that employee.
Workplace Emergency Response Information	Travelers Canada will provide individualized workplace emergency response information to disabled employees (and to persons designated by Travelers Canada to provide emergency assistance to such employees, where required), as necessary and when made aware of such necessity for accommodation. The individualized workplace emergency response information will be reviewed as required by the IAS.

<p>Workplace Emergency Response Information</p>	<p>Travelers Canada will provide individualized workplace emergency response information to disabled employees (and to persons designated by Travelers Canada to provide emergency assistance to such employees, where required), as necessary and when made aware of such necessity for accommodation. The individualized workplace emergency response information will be reviewed as required by the IAS.</p>
<p>Documented Individual Accommodation Plans</p>	<p>Travelers Canada will develop and implement written processes, which will include elements required by the IAS, for the development of documented individual accommodation plans for employees with disabilities. Deadline: January 1, 2016.</p>
<p>Return to Work Process</p>	<p>Travelers Canada's Return to Work policy will be amended to include sections relating to the provision of accommodations for employees with disabilities returning to work. Deadline: January 1, 2016.</p>
<p>Performance Management</p>	<p>Travelers Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, in its performance management of such individuals. Deadline: January 1, 2016.</p>
<p>Career Development & Advancement</p>	<p>Travelers Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to such individuals. Deadline: January 1, 2016.</p>
<p>Redeployment</p>	<p>Travelers Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when re-deploying such individuals. Deadline: January 1, 2016.</p>

PART IV – Built Standards

Initiative	Action
<p>Exterior Paths of Travel, Service Counters and Waiting Areas</p>	<p>Travelers Canada will ensure that, from January 1, 2017, any exterior paths of travel that it constructs or redevelops, any newly constructed service counters or waiting areas and any redeveloped waiting areas meet the built requirements as contemplated in the IAS. Travelers Canada will ensure that contractors performing such construction or redevelopment adhere to these requirements.</p>
<p>Maintenance of Accessible Elements</p>	<p>Travelers Canada will, from January 1, 2017, conduct preventative and emergency maintenance of the accessible parts of the above-mentioned exterior paths of travel, service counters and waiting areas and will also remediate temporary disruptions where the accessible parts of the above-mentioned exterior paths of travel, service counters and waiting areas are not in working order, as contemplated in the IAS. Travelers Canada will ensure that contractors performing such maintenance and remediation adhere to these requirements.</p>