

Accessibility Policies and Multi-Year Accessibility Plan

Accessibility Plan and Policies for Old Republic Insurance Company of Canada

This 2014-21 accessibility plan outlines the policies and actions that Old Republic Insurance Company of Canada (Old Republic) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Old Republic 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 meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Training

Old Republic will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Old Republic will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

- All existing employees have been trained on all aspects of the AODA Customer Service Standard, and all new employees are trained as part of their orientation process;
- All employees will be required to complete training for the AODA Integrated Accessibility Standards prior to December 2014;
- Old Republic's New Hire Program will be enhanced to include accessibility training for all AODA standards;
- A record will be maintained for all training provided under this section.

Kiosks

Old Republic will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014**.

- Old Republic currently has no self-service kiosks.

Information and communications

Old Republic is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Old Republic will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**.

- All new Old Republic websites are assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A.

Old Republic will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- Old Republic's customer feedback processes allow for multiple types of communication, such as email, telephone and regular mail;
- Develop an online notice to the public about the availability of accessible formats and how to obtain them.

Old Republic will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request and in a timely manner;
- Where accessible formats and communications supports for persons with disabilities are requested, Old Republic will consult with the person making the request to determine the suitability of the accessible format or communication support;
- Provide or arrange for the provision of accessible formats in a timely manner and at no more than the regular cost charged to other persons.

Old Republic will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

- Identify accessibility features and functions during planning stages of any new website content;
- Conduct accessibility reviews of all web sites prior to launch;
- Level AA requirements will be reviewed and implemented as a website undergoes a significant refresh prior to January 1, 2021;
- In the unlikely event that a website does not undergo a significant refresh by January 1, 2020, Old Republic will review and begin to implement Level AA requirements to the existing website to ensure compliance with the January 1, 2021 deadline.

Employment

Old Republic is committed to fair and accessible employment practices and will take the following steps to notify applicants and employees that, when requested, accommodations will be provided during the recruitment, assessment and selection process by **January 1, 2016**.

- Review existing policies and procedures and, where necessary, modify processes for people with disabilities;
- Specify that accommodation is available for applicants with disabilities on Old Republic's websites and on job postings;
- Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material used in the process are available upon request;
- Successful applicants shall be notified about Old Republic's policies on accommodation when the offer of employment is made.

Old Republic will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Develop and implement a return to work process for employees who have been absent from work due to a disability and requiring disability-related accommodations.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Old Republic is using performance management, career development and redeployment processes.

- Review of existing policies and procedures and amend where necessary.
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance, managing career development and advancement, and when redeployment is required.

Workplace Emergency Response Information

Where Old Republic is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to that employee as soon as practicable if such information is necessary given the nature of the employee's disability.

For More Information

For more information on this accessibility plan, please contact Tat Wong at:

Phone: 1-800-530-5446

(Please ask to be directed to the Ombudsman)

Email: ombudsman@orican.com

Accessible formats of this document are available free upon request from:

Tat Wong (Ombudsman)