

Requirement and Action Plan	Compliance Date	Status
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Part I – General Requirements

<p>Accessibility Policies and Plan.</p> <ul style="list-style-type: none"> Accessibility Policy and multi-year plan outlining how IC Savings' will meet the requirements under Customer Service Standard and Integrated Accessibility Standards have been established. Once the policy is approved by the Board, the policy and the plan will be implemented and posted on company websites including: www.icsavings.ca and www.icmbs.ca. 	Jan 1, 2014	Compliant
<p>Self-Serve Kiosks</p> <ul style="list-style-type: none"> All needs for upcoming ATMs have been considered and will be considered when purchasing or replacing going forward. 	Jan 1, 2014	Compliant
<p>Training</p> <ul style="list-style-type: none"> Training related to Accessibility Standard for Customer Service has been completed by all staff and is part of onboarding for all new staff. Training related to Integrated Accessibility Standards Regulation has been sourced and prepared. All new employees have completed the training. Once policy is approved, training will be rolled out to all staff and it will include Ontario's accessibility laws and Human Rights Code as it relates to people with disabilities. Training will be part of IC Savings' annual employee refresher course and part of onboarding for new employees. 	Jan 1, 2012 Jan 1, 2015 Jan 1, 2015	Compliant Compliant Compliant

PART II – Information and Communications

<p>Feedback</p> <ul style="list-style-type: none"> Feedback (internal or external) will be provided in alternate format(s) upon request. Examples of alternate format include, but may not be limited to: larger print, reading information aloud, email, fax, phone, online feedback, etc. When using 3rd party providers to collect feedback, IC Savings will verify that they provide feedback in various formats before engaging their services 	Jan 1, 2015	Compliant & ongoing
<p>Accessible Formats & Communication Supports</p> <ul style="list-style-type: none"> Upon request, we will provide information and communicate in an accessible format about our products and services in a timely manner and at the cost that is no more than the typical fee charged of others, and in consultation with the person making the request. Examples of accessible formats and communication supports may include, but is not limited to: accessible electronic formats such as HTML and MS Word; large print; reading information aloud; exchanging hand-written notes; repeating, clarifying, or restating information We will provide communication on our website, brochures and printed materials in accessible formats upon request. 	Jan 1, 2016	Compliant
<p>Emergency Procedures, Plans or Public Safety Info</p> <ul style="list-style-type: none"> Internal emergency procedures have been applied and implemented. 	Jan 1, 2012	Compliant
<p>Accessible Websites & Web Content</p> <ul style="list-style-type: none"> Our corporate website was updated in 2015. Both of our websites conform to WCAG 2.0, Level A requirements. Users can enlarge text by changing the view size to meet their individual needs by pressing Ctrl and + or - keys at same time to enlarge/decrease the screen view. Our websites will conform to WCAG 2.0, Level AA other than success criteria 1.2.4 Captions (Life) and success criterial 1.2.5 Audio Descriptions (pre-recorded). 	Jan 1, 2014 Jan 1, 2021	Compliant Pending

PART III – Employment

<p>Recruitment – General</p> <ul style="list-style-type: none"> All job postings will include wording advising job applicants that we are committed to providing accommodation for applicants with disabilities during our recruitment process upon request. We will advise all recruitment agencies of the same. 	Jan 1, 2016	Compliant
<p>Recruitment, Assessment or Selection Process</p> <ul style="list-style-type: none"> Each applicant invited for interview will be informed that accommodations are available upon request in relation to the materials, pre- 	Jan 1, 2016	Compliant

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employment tests, etc. being used during the selection process. If accommodation is requested, we will consult with the applicant and provide or arrange for the provision of suitable accommodation that takes into account applicant's accessibility due to his/her disability.		
<p>Notice to Successful Applicants</p> <ul style="list-style-type: none"> When employment offer will be made to the successful job applicant, s/he will receive notification and relevant copies of policies and/or forms related to AODA indicating our commitment to providing accommodation to employees with disabilities. 	Jan 1, 2016	Compliant
<p>Informing Employees of Supports</p> <ul style="list-style-type: none"> We will inform all employees via email and posting information on communication boards that we are committed to providing support to employees with disabilities, and encourage them to advise us of any accommodation in doing their job as it relates to their disability. All employees will be advised of any changes to this policy as soon as available. All new employees will receive this information as part of their orientation/on-boarding package. 	Jan 1, 2016	Compliant
<p>Accessible Formats & Communication Supports for Employees</p> <ul style="list-style-type: none"> Upon request, we will consult with the employee with a disability and provide or arrange for the information or communication support in accessible format that is: a) needed to perform the job and b) information that is generally available to employees in the workplace. 	Jan 1, 2016	Compliant
<p>Workplace Emergency Response Information</p> <ul style="list-style-type: none"> We have developed a process and forms to provide individualized workplace emergency response plan for employees with disability. The plan will be kept in HR and with employee's manager. The plan may be shared with other persons upon receiving employee's consent outlining details of type(s) of assistance that employee with disability may require. The plan will be reviewed and/or revised each time the employee with disability moves to another location, his/her disability changes in such way that s/he needs other assistance in the event of emergency, and when the corporate emergency procedures/practices change. 	Jan 1, 2012	Compliant
<p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> The accommodation process for people with disabilities will endeavour to accomplish the following: a) recognize of the need for accommodation, b) gather relevant information c) assess employee needs, d) document formal accommodation plan, e) implement the plan, f) monitor and review the plan. The accommodation plan for each employee with disability will be a living document and will be reviewed and/or updated regularly. The individual accommodation plan will be developed in consultation with the employee with a disability, after employee has identified or confirmed that s/he needs accommodation. Each accommodation will be assessed individually, taking into account employee's needs. Employee's privacy will be protected at all times and all information regarding the plan will be kept in employee's confidential file. 	Jan 1, 2016	Compliant
<p>Return to Work Process</p> <ul style="list-style-type: none"> We will prepare a return to work process for employees who have been off work due to disability and require disability-related accommodation in order to return to work. Return to work may be driven by the Long Term Disability (LTD) provider, if LTD is available to the employee. With consultation of the employee, his/her manager, and/or employee's physician, and/or LTD provider, we will develop a gradual return to work process that takes into account employee's disability. Return to work process will be documented and updated on an ongoing basis as employee's disability improves. 	Jan 1, 2016	Compliant
<p>Performance Management</p> <ul style="list-style-type: none"> When evaluating employees with disabilities, we will take into account their disabilities, individual accommodation plans and essential parts of the job. 	Jan 1, 2016	Compliant
<p>Career Development & Advancement</p> <ul style="list-style-type: none"> We will take into account the disability of the employee and individual accommodation plan when providing career development and/or advancement to employees with disabilities. 	Jan 1, 2016	Compliant
<p>Redeployment</p> <ul style="list-style-type: none"> We will take into account the disability of the employee and individual accommodation plan when considering redeployment of employees with disabilities. 	Jan 1, 2016	Compliant

PART IV.1 – Design of Public Spaces Standards

Accessibility Amendments to Ontario's Building Code

<ul style="list-style-type: none"> We will comply with all Building Code regulations for all newly constructed buildings and major renovations, as required by law. For existing buildings, where no work is planned, there will be no changes. 	Jan 1, 2015	Compliant & ongoing
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<ul style="list-style-type: none"> • Amended requirements, applicable to our organization, are outlined below: <ul style="list-style-type: none"> ○ Visual fire alarms are installed in public corridors at all of our locations. ○ Smoke alarms are installed at all of our locations. ○ Elevator will be installed at our upcoming branch in Etobicoke. ○ Power door operators are currently available only at our Martin Grove branch. <ul style="list-style-type: none"> ▪ Power door operators will be also installed at our upcoming branch in Etobicoke. 	Jan 1, 2015 Jan 1, 2015 Jan 1, 2015 Jan 1, 2015	Compliant Compliant Summer 2016 Compliant Summer 2016

Design of Public Spaces Standard

Design of public spaces standard <ul style="list-style-type: none"> • We will comply with the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, applicable to our organization, as required by law, unless exempted. 	Jan 1, 2017	Pending
Exterior paths of travel <ul style="list-style-type: none"> • We will follow technical requirements for all <u>new and redeveloped</u> exteriors paths of travel, unless exempted. • Currently the following branch locations are wheelchair accessible: Dufferin, College, Martin Grove, and Woodbridge. 	Jan 1, 2017	Pending Compliant
Service Counters <ul style="list-style-type: none"> • Our upcoming branch in Etobicoke will have at least one service counter, clearly identified with signage, accessible to people who use mobility aids. 	Jan 1, 2017	Summer 2016
Fixed queuing guides <ul style="list-style-type: none"> • All of the service lines at all branch locations are accessible to people with mobility aids and assistive devices as none of our locations have fixed queuing guides. 	Jan 1, 2017	Compliant
Waiting areas <ul style="list-style-type: none"> • All of our branch locations have accessible sitting for people with mobility aids, as there are no fixed seats at any of locations. 	Jan 1, 2017	Compliant
Off-Street Parking <ul style="list-style-type: none"> • For all new and redeveloped off-street parking, we will provide: a) marked with accessible signage wider parking space for people using mobility aids with aisles allowing them to get in/out of their vehicles and b) standard parking space for people who use canes, crutches and walkers and don't need extra space. Number of parking spots will include the required minimum in accordance with requirements. • Currently our Martin Grove location meets the requirements. • Our upcoming branch in Etobicoke will meet the requirements for off street parking. 	Jan 1, 2017	Pending Compliant Summer 2016
On Street Parking <ul style="list-style-type: none"> • Before building new or redeveloping existing on-street parking, we will consult with the public and people with disabilities on the location, design and need for accessible parking spaces. All accessible parking will be marked with accessible signage as required by law. 	Jan 1, 2017	Pending
Maintenance of accessible elements <ul style="list-style-type: none"> • In the event of temporary service distribution, we will post: a) signage in conspicuous place (i.e. counter, entrance doors) informing of service disruption and outlining alternatives, b) notification will be also posted on our website outlining alternatives. 	Jan 1, 2017	Compliant & ongoing

PART V - Compliance

Accessibility reports <ul style="list-style-type: none"> • We will complete and file the accessibility report every three (3) years, as required by law. 	Dec 31, 2014 And every 3 years thereafter	October 2014 Compliant & ongoing
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