

Requirement and Action Plan	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.icsmb.ca 	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. 	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' employee refresher course every three years and part of onboarding for new employees. 	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 	Compliant
<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. 	Compliant
<p>Emergency Procedures, Plans or Public Safety Info</p> <ul style="list-style-type: none"> Internal emergency procedures have been applied and implemented. 	Compliant
<p>Accessible Websites & Web Content</p> <ul style="list-style-type: none"> All of our websites www.icsavings.ca and for mortgage brokers www.icsmb.ca 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. Since 2021, we introduced a website and made several updates and changes to our existing websites. Our current websites include www.icsavings.ca and icsmb.ca. These websites conform to WCAG 2.0, Level AA other than success criteria 1.2.4 Captions (Life) and success criteria 1.2.5 Audio Descriptions (pre-recorded). Our digital banking tools (online banking platforms, the mobile banking app) meet AODA requirements. 	Compliant

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PART III – Employment Recruitment – General <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. 	Compliant
Recruitment, Assessment or Selection Process <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-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. 	Compliant
Notice to Successful Applicants <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. 	Compliant
Informing Employees of Supports <ul style="list-style-type: none"> We will inform all employees via email and posting information in Dayforce 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/onboarding package. 	Compliant
Accessible Formats & Communication Supports for Employees <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: <ol style="list-style-type: none"> needed to perform the job, and information that is generally available to employees in the workplace. 	Compliant
Workplace Emergency Response Information <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. <ul style="list-style-type: none"> 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. 	Compliant
Documented Individual Accommodation Plans <ul style="list-style-type: none"> The accommodation process for people with disabilities will endeavour to accomplish the following: <ol style="list-style-type: none"> recognize of the need for accommodation, gather relevant information assess employee needs, document formal accommodation plan, implement the plan, monitor and review the plan. <p>The accommodation plan for each employee with disability will be a living document and will be reviewed and/or updated regularly.</p> 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. 	Compliant
Return to Work Process <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 	Compliant

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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.	
Performance Management <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. 	Compliant
Career Development & Advancement <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. 	Compliant
Redeployment <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. 	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. 	Compliant
<p>Amended requirements, applicable to our organization, are outlined below:</p> <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 installed at our head office branch in Etobicoke. Power door operators are currently available at all locations. 	Compliant

Design of Public Spaces Standard

<p>Design of public spaces standard</p> <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. 	Compliant
<p>Exterior paths of travel</p> <ul style="list-style-type: none"> We will follow technical requirements for all new and redeveloped exteriors paths of travel, unless exempted. All our branches are wheelchair accessible. 	Compliant
<p>Service Counters</p> <ul style="list-style-type: none"> Etobicoke Centre and Little Italy branches have at least once service counter, clearly identified with signage, accessible to people who use mobility aids. If there is no service counter, there is a table and chairs in the lobby as well available office space to assist people with mobility aids. 	Compliant
<p>Fixed queuing guides</p> <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. 	Compliant
<p>Waiting areas</p> <ul style="list-style-type: none"> All of our branch locations have accessible seating for people with mobility aids, as there are no fixed seats at any of locations. 	Compliant
<p>Off-Street Parking</p> <ul style="list-style-type: none"> For all new and redeveloped off-street parking, we will provide: 	Compliant

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<ul style="list-style-type: none"> a) marked with accessible signage wider parking space for people using mobility aids with aisles allowing them to get in/out of their vehicles b) standard parking space for people who use canes, crutches and walkers and don't need extra space. The number of parking spots will include the required minimum in accordance with requirements. 	
<p>On Street Parking</p> <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. 	Compliant
<p>Maintenance of accessible elements</p> <ul style="list-style-type: none"> • In the event of temporary service distribution, we will post: <ul style="list-style-type: none"> 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. 	Compliant

PART V - Compliance

<p>Accessibility reports</p> <p>We will complete and file the accessibility report every three (3) years, as required by law.</p> <ul style="list-style-type: none"> • Report submitted December 31, 2014, and every 3 years thereafter. Last report submission December 2023. 	Compliant
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