



## **OTT Financial Group – Accessibility Statement and Plan**

Our Accessibility Plan outlines how we remove and prevent accessibility barriers for our customers and employees. We have adopted accessibility standards that align with the *Accessibility for Ontarians with Disabilities Act (AODA)*.

The Plan tracks our progress toward achieving these standards now and in the future.

### **Statement of commitment**

OTT is committed to treating all people in a way that maintains 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, by preventing and removing barriers.

### **Accessible customer service**

OTT strives to provide services in a manner that is accessible to the public (e.g. our customers) and third parties (e.g. suppliers) and respects the dignity and independence of people with disabilities. We are committed to giving persons with disabilities an opportunity equal to that given to others to obtain, use and benefit from our goods or services.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers and other third parties with disabilities while accessing our services. For example, hearing equipment or mobility aids.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **Training**

OTT will provide training to employees and others who deal with the public or other third parties on our behalf.

This training will be provided to staff at the time of hire, or soon thereafter. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- OTT' plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing OTT's services

Staff will be provided a copy of this policy and plan and be directed to the web site and training tool below, for a self guided walk through of the materials. This policy and link will be posted on our shared ERP platform for staff to access as a reference guide as needed.

### **Information and communications**

We believe everyone should have equal access to important information. We are always striving to do better and to learn from people with disabilities to help us better communicate with all our employees and customers.

We aim to make our websites accessible to everyone and are working diligently to ensure all new webpages and web content on our websites in conformance with Web Content Accessibility Guidelines (WCAG) 2.0, Level A. Further, we are aiming to upgrade our websites in alignment with WCAG 2.0, Level AA standards, with possible permitted exceptions.

We also take steps to make sure all publicly available information is made accessible upon request.

### **Employment**

OTT is committed to creating a diverse workforce and an inclusive, supportive workplace where everyone is treated with respect. We recognize that we have a responsibility to provide a barrier-free work environment and equitable employment opportunities for all our employees.

### **Recruitment**

OTT will accommodate job candidates and employees in accordance with governing law that protects against harassment and discrimination. Additionally, we are committed to

providing reasonable accommodations for applicants with disabilities throughout the entire recruiting process.

Our HR team is trained on workplace accommodation and accessibility needs for persons with disabilities.

### **Workplace accommodation for people with disabilities**

Accommodating people with disabilities is an important part of our commitment to an inclusive, supportive, and accessible workplace. We develop individual accommodation and return-to-work plans for employees who miss work due to a disability.

We have a dedicated team within our Human Resources department that oversees the assessment, coordination, and fulfilment of our accommodations policy.

### **Performance, career development and redeployment**

OTT strives to meet the accessibility needs of all employees. Managers and HR teams work with employees to provide accommodations and remove barriers to performance, career development or redeployment. Managers work with OTT's Workplace Accommodation Advisors to ensure employees receive the support and resources they need to succeed at work.

Employees returning to OTT after a disability-related absence work with their manager and OTT's HR team to develop a return-to-work plan, for a smooth transition back to the workplace. Managers and support team members work proactively to prevent and remove any accessibility barriers an employee faces.

### **Design of public spaces**

It is important that our facilities and offices are accessible to everyone. To ensure our buildings are accessible, we follow the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation (collectively "AODA") for Design of Public Spaces Standards.

To get construction permits, all new builds and renovations must meet or exceed local accessibility standards. Our Corporate Real Estate department works to ensure our spaces are fully accessible.

### **Notice of service disruption (e.g. accessible ramps, elevators)**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities OTT or the respective property management company for non-owned office locations, will notify customers promptly. This clearly posted notice will include

information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Where OTT is a tenant, we will defer to the property manager or landlord to provide this notification, as they typically manage the facilities.

### **Feedback process**

Customers who wish to provide feedback on the way OTT provides services to people with disabilities can email the HR Director at [mimi.hancock@ott.ca](mailto:mimi.hancock@ott.ca).

All feedback, including complaints, will be discussed with the appropriate parties. Customers can expect to hear back promptly.