



Staebler Insurance Multi Year Accessibility Plan

THIS ACCESSIBILITY PLAN HAS BEEN POSTED ON OUR WEBSITE AND CAN BE PROVIDED IN AN ACCESSIBLE FORMAT UPON REQUEST

Introduction

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act, with the goal for Ontario to be accessible by 2025. In conjunction with the AODA, the Integrated Accessibility Standards Regulations are rules that businesses and organizations in Ontario need to follow in order to identify, remove and prevent barriers for people with disabilities.

H.L. Staebler Company Limited (“Staebler”) recognizes that people with different abilities face many barriers. Staebler will make every reasonable effort to ensure that our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

The following Multi-Year Accessibility Plan has been developed in accordance with the regulations set out in the Accessibility for Ontarians with Disabilities Act (2005) including the Accessible Customer Service Regulation and the Integrated Accessibility Standards Regulation. This outlines Staebler’s commitment and strategy to making our facilities and services accessible to all persons, including those with disabilities.

Our Detailed Plan:

Customer Service

- Staebler will provide employees with Accessible Customer Service training
- Staebler will train employees on the requirements of the Integrated Accessibility Standards Regulation as well as the Human Rights Code as it relates to people with disabilities
- Staebler will provide training in respect of any changes to accessibility policies on an ongoing basis, including refresher training for existing employees
- Staebler will maintain an electronic record of training provided, including dates and the individuals to whom the training is provided
- Staebler will review and amend the Accessible Customer Service Policy as required. This policy includes a statement of commitment and will be made available to the public by posting it on the company website. The policy will be made available in accessible formats upon request
- Any new policies that are created regarding customer service will be created with the principles of dignity, independence, integration and equal opportunity
- Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Staebler
- Customers who are accompanied by a support person, guide dog, and/or any other service animal will be accommodated
- A public notice will be issued in the event of either a planned or unexpected disruption of service(s) and/or impacted accessibility of facilities used by persons with disabilities. The notice will include the

reason for the disruption, the anticipated duration of the disruption, and a description of alternative facilities or services, if any, that may be available

- Staebler will continue to invite customers to provide feedback on the goods and services it provides and will act on that feedback to improve services to people with disabilities

General Requirements for the Integrated Accessibility Standards Regulation

- Staebler will establish, implement, maintain and document a multi-year accessibility plan, which outlines the company's strategy to prevent and remove barriers and meet its requirements under the regulation
- The multi-year accessibility plan will be posted on the company website and reviewed as required
- Staebler will continue to:
 - Update the accessibility policy
 - Consider accessibility features when procuring and/or developing self-service kiosks

Information and Communications

- Staebler's website and web content will conform with WCAG2.0 Level AA
- Staebler shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities
 - With respect to providing accessible formats and communications, Staebler shall take into consideration the person's accessibility needs due to disability and shall not charge any additional fees for doing so.
- Staebler shall notify the public about the availability of accessible formats and communication supports
- Staebler will ensure that all processes for receiving and responding to feedback are made available to persons with disabilities in accessible formats with appropriate communication supports, on request
 - Staebler will ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request

Employment

- Staebler shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes
- Staebler shall notify job applicants that accommodations are available upon request in relation to assessment or selection processes used during the recruitment process
 - If a selected applicant requests an accommodation, Staebler shall consult with the applicant and provide or arrange for the provision of a suitable accommodation
- Staebler shall inform its employees of its policies used to support employees and provide updated information to its employees when those policies are changed or updated
- Staebler shall provide employees with accessible formats and communication supports for information that is needed in order to perform the employee's job as well as information that is generally available to employees in the workplace
- Staebler shall have in place a written process for the development of documented individualized accommodation plans for employees with disabilities in a manner prescribed by the legislation

- Staebler shall have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work in a manner prescribed by the legislation
- Staebler shall take into consideration the accessibility needs of employees with disabilities and any individual accommodation plans with regard to performance management processes, career development and advancement, and redeployment of employees with disabilities
- Where the organization becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that individualized emergency response information is necessary, the Company will provide individualized workplace emergency response information to the employee with the disability as soon as practical after the Company becomes aware of the need

Recruitment

- When making offers of employment, Staebler shall notify the successful applicant of its policies for accommodating employees with disabilities
- Staebler will specify on the company's website and on job postings that accommodation is available for applicants with disabilities
- Staebler will ensure an inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment
 - If an applicant requests an accommodation, Staebler will arrange for suitable accommodations taking into account the applicant's accessibility needs
- Staebler will include notification of the company's policies on accommodating employees and customer service for people with disabilities in employment offer communications