

NORTH AMERICAN LEADER IN GROUP INSURANCE

PROVIDING WEB-BASED
TECHNOLOGY TO THE
EMPLOYEE BENEFIT
INDUSTRY



Accessibility Policy

Our Commitment

Global IQX 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*.

Assistive devices

We are committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our facilities. We will communicate the availability, if any, of other measures that would enable people who use assistive devices to use or benefit from our products.

Service animals

We welcome people with disabilities and their service animals on our premises. Service animals are allowed on the parts of our premises that are open to the public. In the event that a service animal is prohibited by law from the premises, we will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our services. It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times.

Support persons

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

Communication

Global IQX is committed to meeting the communication needs of people with disabilities. We will communicate with people with disabilities with sensitivity and in ways that take into account their disability. We will consult with people with disabilities to determine their



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information and communication needs. We will arrange for the timely provision of accessible formats and communication support where necessary.

Employment

Global IQX is committed to fair and accessible employment practices. We will notify applicants through the job posting that, when requested, Global IQX will accommodate people with disabilities during the recruitment and selection processes and when employees are hired. Global IQX will notify successful applicants of our accommodation policies.

Global IQX will strive to provide accessible formats and communication supports for disabled employees to do their job and for information that is generally available to all employees.

Accessible Emergency Information

Global IQX will provide employees with disabilities with individualized emergency response information when necessary.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Global IQX 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.

In appropriate circumstances the notice will be posted on our website. It is recognized that the ability to provide appropriate notice of a disruption may be limited in cases of an emergency that caused the temporary disruption.

Training for staff

Global IQX will provide training to employees, volunteers and others who deal with customers or other third parties on their behalf.

All employees will receive training during their period of orientation as new hires. Ongoing training will be provided as required if there are modifications to this Policy, if new barriers

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or potential barriers are identified or to refresh employees' general awareness and sensitivity to the issues of accessibility.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard and the Integrated Accessibility Standard
- Global IQX's Accessibility Policy.
- 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 Global IQX's goods and services

Global IQX will also provide training to employees on Ontario's *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees.

Feedback process

Global IQX welcomes feedback about the delivery of our services to people with disabilities. Feedback can be made in person, by telephone, in writing or by email. All feedback will be directed to Human Resources.

We will investigate and respond to all such feedback in a timely, thorough and objective manner. The following actions will be taken to respond:

- The feedback will be directed to the appropriate person for action
- The feedback will be assessed for appropriate action (Note: the legislation does not require a response to be provided for all feedback)
- Where action includes a response to the customer, we will endeavour to provide a response within four (4) business days.

Global IQX will ensure that the above feedback process is accessible to people with disabilities.

Availability of Documents

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Global IQX will post a notice on its website to inform the public of their right to obtain copies of this Policy. If a customer with a disability requests a copy, it will be provided in a format that takes into account the person's disability.