

CARLSON WAGONLIT TRAVEL – CANADA

Human Resources Policy

ACCESSIBILITY POLICY

Updated December 2017

Carlson Wagonlit Travel (CWT) is committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access care and services. This includes employees, clients, and suppliers.

In June 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA). The purpose of this enhanced Act is to develop, implement and enforce standards of accessibility for all Ontarians. CWT's Accessibility Policy is consistent with the AODA, 2005 and the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

Purpose

The purpose of this policy is to outline practices and procedures in place at CWT to help identify and remove barriers that impede a person's ability to access care and services. This document sets out CWT's policy on how it will achieve accessibility generally, as well as in customer service, employment, information and communications, and public spaces.

Standards of Accessibility under the AODA:

The Ontario government has passed regulations in the following areas concerning the removal of barriers and improvement of accessibility for persons with disabilities:

- Customer Service: Service delivery to the public; also includes business practices, employee training
- Transportation: This standard needs to reflect a variety of environments, financial capabilities of users/providers and the differing modes of travel including conventional and specialized modes, and on-demand taxi services
- Information and Communication: Information and communications provided to the consumer or end-user through print, telephone, electronic devices, and in person; also includes publications and software applications
- The Built Environment: Access to, from and within buildings and outdoor spaces; also includes counter heights, aisle and door widths, parking, signage, pedestrian access routes and signal systems
- Employment: Hiring and retaining employees; also includes employment practices, policies and processes such as job advertisements and interviewing

To fulfill these commitments, CWT will develop appropriate procedures, which will be monitored and reviewed, to ensure access and accommodation for all persons with disabilities.

Principles of Providing Accessibility to Persons with Disabilities:

- **Dignity:** Refers to policies, procedures and practices that treat a person with a disability as a client who is as valued and deserving of effective and full service as any other client. They do not treat people with disabilities as an afterthought or force them to accept lesser service, quality or convenience. Service delivery needs to take into account how people with disabilities can effectively access and use services and show respect for these methods.
- **Independence:** In some instances, independence means freedom from control or influence of others' freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way. People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of this factor.

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- **Integration:** Integrated services are those services that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other clients. Integration means that policies, practices and procedures are designed to be accessible to everyone including people with disabilities. Sometimes integration does not serve the needs of all people with disabilities. In these cases, it is necessary to use alternate measures to provide goods or services. Alternate measures are ways of serving people that are not completely integrated into the regular business activities of the organization, for example, email.
- **Equal Opportunity:** Equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way you provide services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience

Multi-Year Accessibility Plan

Our multi-year accessibility plan outlines our strategy to prevent and remove barriers and to meet the requirement under the IASR and the AODA. Our multi-year accessibility plan will be posted on our website, and will be available in an accessible format upon request. The multi-year accessibility plan will be reviewed and updated at least once every five years.

The plan will include accessibility strategies on the following areas:

General Accessibility

CWT will train all employees, volunteers, and others on Ontario's accessibility standards and on the Ontario Human Rights Code as it applies to persons with disabilities. The training will be appropriate to the duties and responsibilities of individuals being trained, and will be provided as soon as practicable and upon changes to our accessibility policies.

Information and Communications

CWT will put into place strategies to meet the communications needs of people with disabilities. The strategies include:

- Providing information and communication in accessible formats or with communication supports upon request, including emergency procedure plans or public safety information, if any
- Upon request, providing accessible formats and communication supports for persons with disabilities in a timely manner taking into account the person's accessibility needs, and at no additional cost than the cost charged to other persons
- Consulting with the person making the request in determining the suitability of an accessible format or communications support
- Notifying the public about the availability of accessible formats and communication supports
- Developing accessible processes for receiving and responding to feedback

If the requested information or communication is unconvertible, CWT will provide an explanation of why the information and communication are unconvertible and a summary of such information and communication.

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CWT will work toward making its websites and web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA.

Employment

CWT values all its employees and an inclusive and accessible workplace. In keeping with this commitment, CWT will put into place the following strategies:

- Notifying employees, job applicants, and members of the public about the availability of accommodation for applicants with disabilities in the recruitment, assessment and selection processes
- Notifying applicants selected to continue in the selection process that CWT will consult with the applicant and provide or arrange for suitable accommodation in a manner which takes into account the applicant's accessibility needs
- Notifying successful applicants of CWT employee accommodation policies
- Notifying employees as soon as practicable after starting employment of policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
- Notifying employees of changes to policies on supporting employees with disabilities, including job accommodation,
- Consulting with employees to provide or arrange to provide accessible formats and communication supports for information needed to perform the job, and information that is generally available to employees in the workplace
- Consulting with employees on the suitability of an accessible format or communication support
- Providing individualized workplace emergency response information if needed
- Obtaining consent of the employee with a disability to give emergency response information to a person designated by the employer to provide assistance to the employee`
- Reviewing the individualized workplace emergency response information when an employee moves to another work location, when overall accommodation needs or plans are reviewed, and when CWT reviews its general emergency response policies
- Providing documented individual employee accommodation plans
- Developing and implementing a documented return to work process for employees absent due to disability and who require accommodation
- Taking into account the accessibility needs and individual accommodation plans of employees during the performance management, career development and advancement, and redeployment processes

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Built Environment – Design of Public Spaces

CWT is committed to incorporating barrier free design principles in the newly constructed and redeveloped public spaces set out in the Integrated Accessibility Standards.

Compliance with the Customer Service Standard:

CWT will ensure we are identifying and removing barriers to access for people with disabilities by: (please refer to the “Accessible Customer Service Policy” for specific strategies):

- Encouraging people with disabilities to use their own personal assistive devices to improve access to CWT's goods and services.
- Enabling people with disabilities to access our goods and utilize our services by offering assistive devices and measures.
- Communicating with a person with a disability in a manner that takes into account his or her disability.
- Allowing people with disabilities to bring their guide dog or service animal with them to areas of the premises that are open to the public.
- Permitting people with disabilities who use a support person to accompany them and ensuring that a person with a disability has access to his or her support person while on our premises.
- Training employees about key principles and accessibility strategies and tools
- Providing notice when facilities or services that people with disabilities rely on to access our services are temporarily disrupted.
- Establishing a process for people to provide feedback on how goods or services are delivered and explaining how CWT will respond to any feedback and what action will be taken. It is the responsibility of every staff member to be attentive to the concerns of clients and visitors and to resolve concerns related to accessibility. There are a number of strategies that are available to clients and visitors to provide feedback regarding accessibility.
- Communicate all these services and procedures to the public in an accessible manner, including their provision in alternative formats. This includes posting this policy, the annual plan and report and associated documentation on CWT's website.

Availability

This policy will be posted on CWT's website and available on CWT Canada's HR Portal.

This document is available in alternate format upon request

Administration

If you would like a copy of this policy in alternate format, or have any questions or concerns about this policy or its related procedures please contact:

By telephone: 905-740-3517

By e-mail: cwt-canadahr@carlsonwagonlit.com

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By regular mail:

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Suite 600
Mississauga ON L4W 5K4
Attention: Michelle Gibson, Human Resources Generalist

By email:

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This policy and any related procedures will be reviewed as required in the event of legislative changes.