

MULTI-YEAR ACCESSIBILITY PLAN

Salus Mutual Insurance Company (“Salus Mutual”) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Salus Mutual is committed to fulfilling our requirements under the [Accessibility for Ontarians with Disabilities Act](#). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

This plan is for the period of 2023-2027, it will be reviewed and updated at least once every five years.

| Information and Communications | |
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| Salus Mutual is committed to making our information and communications accessible to people with disabilities. This includes our feedback process, accessible formats and communication supports, and accessible websites and web content. | |
| Initiative | Time Frame |
| Review established regulations, plans, policies, procedures, and practices relating to provision of accessible information and communication to people with disabilities according to the requirements set out in the <i>Accessibility for Ontarians with Disabilities Act</i> . | Yearly review |
| Ensure the feedback process includes various ways to provide information including mail, phone, email, or other electronic means. | Yearly review |
| Ensure that alternate format of documents are developed and take into account a person’s disability, as required. | As required |
| Ensure that all web content conforms to WCAG 2.0. | Third party management |
| Comments | |
| No additional actionable items to be added at this time. | |

| Employment | |
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| <p>Salus Mutual is committed to fair and accessible employment practices. This includes our recruitment, assessment, and selection process; informing employees of supports; accessible formats and communication supports for employees; workplace emergency response information; documented individual accommodation plans; a return to work process; performance management, career development, and advancement; and redeployment.</p> | |
| Initiative | Time Frame |
| Review established regulations, plans, policies, procedures, and practices relating to employment services for people with disabilities according to the requirements set out in the <i>Accessibility for Ontarians with Disabilities Act</i> . | Yearly review |
| Notify employees and the public about the availability of accommodations for applicants with disabilities during the recruitment processes. | Ongoing |
| Consult with applicants (internal or external) who request an accommodation and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs. | Ongoing |
| Develop individualized accommodation plans, including emergency response plans, and return to work programs as needed. Update as required. | Ongoing |
| Comments | |
| No additional actionable items to be added at this time. | |

| Design of Public Spaces | |
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| <p>Salus Mutual will meet accessibility laws when building or making major changes to public spaces. This includes making exterior paths of travel accessible; making parking accessible; making service counters, fixed queuing guides, and waiting areas accessible; and maintaining the accessible parts of our public spaces, including procedures for preventative and emergency maintenance of these spaces and procedures for dealing with temporary disruptions.</p> | |
| Initiative | Time Frame |
| Review established regulations, plans, policies, procedures and practices relating to facility accessibility for people with disabilities according to the requirements set out in the <i>Accessibility for Ontarians with Disabilities Act</i> . | Reviewed as required during renovation or building projects |
| Comments | |
| No additional actionable items to be added at this time. | |

Customer Service

Salus Mutual is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timelines as others. Topics included in this category include policies, service animals, support persons, self-service kiosks including point-of-sale devices, providing notice of temporary disruptions, providing accessible customer service training to all employees on an ongoing basis and keeping records of training and establishing a feedback process.

| Initiative | Time Frame |
|---|-------------------|
| Review established regulations, plans, policies, procedures, and practices relating to provision of goods and services to people with disabilities according to the requirements set out in the <i>Accessibility for Ontarians with Disabilities Act</i> . | Yearly review |
| Ensure that everyone who acts on behalf of Salus Mutual including those who communicate and interact with people with disabilities have completed AODA training. Records of training will be maintained. | Yearly retraining |
| Accessibility feedback mechanisms continue to remain in place. The President and CEO is responsible for receiving the feedback, then directing the issue to the appropriate department for action and follow-up. In addition, such feedback is brought to the Human Resources Manager's attention for both monitoring purposes and consideration for future planning. | Yearly review |
| Ensure that information regarding receiving and responding to feedback is publicly available on the Salus Mutual website (Accessibility Statement). | Yearly review |
| Provide public notice of disruption in facilities or services by posting on premises or on media outlets. Include in notice reason for disruption, anticipated duration, and description of alternatives, if available. | As required |

Comments

No additional actionable items to be added at this time.

President and CEO's Review and Approval

The Multi-Year Accessibility Plan has been reviewed by and approved by Salus Mutual's President and CEO.

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| Name: | |
| Signature: |  |
| Date: | |