



Accessibility for Ontarians with Disabilities (AODA)

Multi-Year Accessibility Plan

This document is available in the Axiom Mutual Insurance Company's website and in alternative formats upon request.

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Table of Contents

Statement of Commitment	4
General Requirements	5
Reviews:	5
Availability:	5
Commitment:.....	5
Action taken:	5
Customer Service Standard:	6
Commitment:.....	6
Action taken:	6
Information and Communication Standard.....	8
Commitment:.....	8
Accessible Emergency Procedures and Plans	8
Commitment:	8
Accessible Websites and Web Content	9
Commitment:	9
Feedback Processes	9
Commitment:	9
Accessible Formats and Communication Supports	10
Commitment:	10
Employment Standard	10
Commitment:.....	10
Action Taken:.....	11
Evaluation and Review of Barriers	11
Recruitment, Assessment or Selection Process.....	11



Notice to Successful Applicants	12
Informing Employees of Supports.....	12
Documented Individual Accommodation Plans and Return to Work Process	13
Commitment:.....	13
Documented Individual Accommodation Plans	13
Return to Work.....	14
Performance Management, Career Development and Redeployment	14
Commitment:.....	14
Performance Management.....	14
Career Development and Advancement.....	15
Redeployment	15
Built Environment Standard	15



Statement of Commitment

Axiom endeavours to create an inclusive working environment free of barriers based on disability or any other protected ground as set out under the Human Rights Code and the *Accessibility for Ontarians with Disabilities Act, 2005, or subsequent amendments thereof*.

Axiom is committed to ensuring equal access and participation for people with disabilities. Axiom believes in integration and strives to meet the needs of people with disabilities, ensuring everyone has equal opportunity to access services by identifying, removing and preventing barriers which could interfere with their ability to access buildings and make full use of Axiom services.



Axiom's Multi-Year Accessibility Plan

General Requirements

Axiom Mutual reached its 50+ employee base in January 2021, when the two former legacy Companies - Hay Mutual and Town & Country Mutual amalgamated. Therefore, the multi-year accessibility plan and other associated requirements were applicable to the Company as of then.

The plan below is a list of tasks that will be undertaken to ensure accessibility for employees and Members of Axiom Mutual Insurance Company.

Reviews:

The plan was reviewed in 2024 and will continue to be reviewed once every five years and revised as needed.

Availability:

This plan will be made available on the Company's official website and in accessible/alternative formats upon request.

Commitment:

Axiom Mutual requires all its employees to complete the online training for the Integrated Accessibility Standard Requirements (IASR) and for the Ontario Human Rights Code as it relates to people with disabilities as soon as practicable upon hire as a part of Axiom's onboarding process. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. This plan will be reviewed at minimum every five years to ensure that our organization meets the requirements to be fully accessible. This accessibility plan outlines the actions that Axiom Mutual will take to improve opportunities for people with disabilities.

Action taken:

The following accessibility measures have been implemented by Axiom mutual:

-  Axiom tracks and files records for all AODA related trainings outlining the dates that the training was provided. The certificate of completion that is issued at the



end of the training is submitted to the HR Administrator for filing and documentation purposes.

Required legislative compliance: 01 January, 2021

Status: Completed

Customer Service Standard:

Commitment:

Axiom Mutual aims at all times to provide its services in a way which respects the dignity and independence of any person with a disability. We are committed to giving persons with disabilities the same opportunities to access our services as everyone else.

Axiom recognizes the importance of:

- ▶ Providing goods, services or facilities in a manner which respects the dignity and independence of persons with disabilities
- ▶ Integrating the provision of goods, services or facilities to persons with disabilities with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities
- ▶ Giving persons with disabilities an opportunity equal to those given to others to obtain, use and benefit from Axiom's goods, services or facilities
- ▶ Communicating with a person with a disability in a manner which takes into account the person's disability

Action taken:

- ▶ Axiom communicates with its customers with disabilities in a manner which takes into account their disabilities. Training is provided to employees who communicate with customers on how to interact and communicate with people with various types of disabilities. Where possible, we seek information from the customer on how to best communicate with them.
- ▶ Axiom requires all employees, independent contractor representatives and persons participating in the development and approval of Axiom's policies, to undergo workplace violence, harassment, and unlawful discrimination awareness



trainings. As part of this, training is provided on the Human Rights Code as it pertains to individuals with disabilities.

- ▶ Axiom tracks and files records for all AODA related trainings including the training for Customer Service Standards, outlining the dates that the training was provided.
- ▶ Axiom ensures that training is provided on any changes to Axiom Mutual's policies on an on-going basis.
- ▶ Axiom welcomes assistive devices which may be used by individuals with disabilities on Axiom premises. Visitors to Axiom premises may contact any employee for additional assistance.
- ▶ Axiom welcomes guide dogs or other animals which serve individuals with disabilities in those areas of our premises which are open to customers and will permit the customer to keep the service animal with them, except for those animals which are otherwise excluded by law from the premises. In the event a service animal is otherwise excluded by law from the premises, Axiom will provide the applicable customer with an alternative method of obtaining, using or benefitting from its goods or services where possible.
- ▶ Axiom is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Axiom premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the customer.
- ▶ In the event where a facility, service or system offered by Axiom to customers with disabilities is expected in advance to become temporarily unavailable, in whole or in part, Axiom will provide advance notice of the disruption, the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This notice will be made available on its telephone message, website, at the entrance to its premises or by the service or facility, as is reasonable in the circumstances, at a reasonable time in advance of



the disruption and during the disruption itself. If the disruption is unexpected, the notices will be provided as soon as the anticipated disruption becomes known to Axiom.

Axiom's Customer Feedback Form was developed and is available online on Axiom Mutual's public website. We welcome any comments to help us monitor and improve our services.

Required legislative compliance: January 1, 2012
Status: Completed

Information and Communication Standard

Commitment:

Axiom Mutual is committed to meeting the communication needs of people with disabilities. We will consider how a customer's disability may affect the way they express, receive or process communications and, where possible, we will consult with people with disabilities to determine their information and communication needs. Axiom will ensure that existing feedback processes are accessible to people with disabilities, upon request. Axiom ensures that all of its publicly available information is made accessible upon request. Where a request for an accessible format or for communication supports is received, Axiom will:

- ▲ consult with the individual making the request to determine their accessibility needs and what would be a suitable format or support;
- ▲ provide the requested information in a timely manner; and
- ▲ provide the information at regular cost (if any).

Accessible Emergency Procedures and Plans

Commitment:

Axiom Mutual is committed to providing its employees, customers and visitors with emergency information in an accessible way upon request. If, as a result of a disability, an employee would face barriers or require special considerations during a workplace



emergency, Axiom will work with the employee to develop and document an Individualized Emergency Response Plan based on their known accommodation needs.

Required legislative compliance: January 1, 2012

Status: Completed

Accessible Websites and Web Content

Commitment:

In accordance with the ISAR, Axiom ensures that its public website and online content conform to the World Wide Web Consortium Web Content Accessibility Guidelines.

Axiom will:

- ▶ ensure that all new website and web content comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and Level AA by.
- ▶ assess the company's website and testing for accessibility.
- ▶ establish a course of action and time-lines to achieve web accessibility, based on the results of the assessment and compliance with the law.

Required legislative compliance: January 1, 2021

Status: Completed

Feedback Processes

Commitment:

Customers will have an opportunity to provide feedback on how Axiom provides goods and services to people with disabilities. Customers who wish to provide the feedback, can do so in the manner deemed most convenient - Feedback forms, along with alternative methods of providing feedback, such as verbally (in person or by telephone), or written (hand written or email), will be made available upon request. All feedback will be kept in strict confidence and will be used to improve customer service. Complaints will be addressed according to our Company's regular complaint management procedures.



Required legislative compliance: January 1, 2015

Status: Completed

Accessible Formats and Communication Supports

Commitment:

Axiom Mutual will provide information and communicate in an accessible manner about our goods, services or facilities to individuals with disabilities, on request. Axiom 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. Except as otherwise provided for under the IASR, Axiom will provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities that takes into account the person's accessibility needs. Axiom will consult with the person making the request in determining the suitability of an accessible format or communication support.

Required legislative compliance: January 1, 2015

Status: Completed

Employment Standard

Commitment:

Axiom is committed to creating an environment inclusive and free of barriers based on disability or any other protected ground as set out under the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, or subsequent amendments thereof. Axiom's employment, contracting, governance practices and activities are conducted on a non-discriminatory basis. All employment, contracting or governance related decisions are based on the merits of the situation, in accordance with defined criteria, not the disability(ies) of an individual.



Action Taken:

Axiom will ensure accommodations for people with disabilities are available throughout the recruitment process for job applicants to use. These may include, but are not limited to:

- ▲ Publishing job ads in accessible formats;
- ▲ Holding job interviews in locations accessible to applicants with mobility disabilities;
- ▲ Adjusting the format of job interviews or job evaluations to be accessible to applicants with different kinds of disabilities;
- ▲ Allowing a personal support person to attend job interviews with the applicant where this is necessary; and,
- ▲ Providing additional time to complete tests or evaluations which are part of the job selection process, or to answer interview questions.

Evaluation and Review of Barriers

Review existing recruitment and employment practices and identify potential barriers to employment, including without limitation:

- ▲ Methodology for advising of potential job opportunities;
- ▲ Identification of barriers that may arise during the interview process
- ▲ Unconscious and potential biases in candidate selection
- ▲ Inclusiveness of job descriptions
- ▲ Diversity of recruitment channels
- ▲ Flexibility of work options
- ▲ Equity in career advancements
- ▲ Provision of disability accommodation
- ▲ Fairness in compensation practices

Recruitment, Assessment or Selection Process

- ▲ Axiom will notify the public, through its website and in job ads, of accommodations in the recruitment process being available upon request. For internal job postings, Axiom will notify the employees who are eligible to apply for the job of the availability of accommodation(s) in the recruitment process to be available upon request.



- ▶ Upon request by a job applicant, Axiom will consult with the applicant about their needs related to a disability and will provide accommodation(s) which are reasonably necessary to allow the person to access the job interview or selection process
- ▶ Create systems to reduce or eliminate biases in recruitment processes (selection criteria, interview methodology).

Notice to Successful Applicants

- ▶ Axiom will advise each successful candidate of its policies for accommodating employees with disabilities at the time an offer of employment is made and will give successful candidates reasonable opportunity to review these policies.
- ▶ Upon request, Axiom will ensure information which is available to employees in the workplace are provided in an accessible format or with communication supports.

Informing Employees of Supports

- ▶ Axiom ensures all employees are informed of overall policies used to support employees with disabilities. All employees will be provided with internal operations policies as soon as possible after they begin work, and whenever our policies change, as well as through appropriate training
- ▶ Axiom provides all new hires with this information during their orientation/onboarding process
- ▶ Axiom provides all employees with updated information whenever there is a change to existing policies on the provision of job accommodations;
- ▶ Axiom will inform employees that their privacy will be respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent;
- ▶ Axiom ensures that any updates to the accommodation policy are circulated to all employees through our HRIS system, where they sign and acknowledge having received the updated version. This will also be updated in the Employee Handbook that are signed off annually by the employees.

Required legislative compliance: January 1, 2016

Status: Completed



Documented Individual Accommodation Plans and Return to Work Process

Commitment:

Axiom has taken the following steps to develop and put in place a process to ensure that barriers in accommodation are eliminated and return to work processes and policies surrounding these items are followed, where applicable.

Documented Individual Accommodation Plans

Prepare written accommodation plans for employees with disabilities indicating the following:

- ▲ A statement of the accommodation seeker's relevant limitations and needs, including any necessary assessments and information from experts or specialists, bearing in mind the need to maintain the confidentiality of medical reports or information;
- ▲ Arrangements for necessary assessments by experts or professionals;
- ▲ Identification of the most appropriate accommodation short of undue hardship to Axiom;
- ▲ A statement of annual goals, and specific steps to be taken to meet them;
- ▲ Clear timelines for the provision of identified accommodations and plan review;
- ▲ Criteria for determining the success of the accommodation plan, together with a mechanism for review and re-assessment of the accommodation plan as necessary;
- ▲ An accountability mechanism;
- ▲ Communication supports available; and,
- ▲ An individualized emergency response plan, where needed.

Confirm to the employee that:

- ▲ All accommodation plans are private;
- ▲ Each plan will include information on accessible formats and communications supports required, individual emergency response requirements and any other accommodation needed.



Return to Work

Axiom has a return to work policy to ensure that managers understand the accommodations being made as well as the privacy / communication concerns and agreements around the return to work accessibility requirements.

Axiom will use the following process to facilitate an employee's return to work:

- ▲ Axiom will maintain contact during their absence, if and as permissible, to ensure they remain up to date on any projects, policies, and other developments they will need to know upon your return to work;
- ▲ Axiom will develop a written individual accommodation plan, using the processes and steps set out above;
- ▲ As supported by a physician, an individual accommodation plan may include a graduated return to work;
- ▲ Once an individual accommodation plan has been finalized, the individual will be expected to report to work and perform the duties set out within it;
- ▲ When necessary and appropriate, additional training may be provided to facilitate a return to work; and,
- ▲ Updates or revisions to the individual accommodation plan to address any changes or need(s) for additional accommodation(s).

Required legislative compliance: January 1, 2016

Status: Completed

Performance Management, Career Development and Redeployment

Commitment:

Performance Management

Take into account the accessibility needs of employees with disabilities with regards to performance management, including Performance Improvement Plan (PIP) in accessible formats.



Career Development and Advancement

Take into account the accessibility needs of employees with disabilities with regard to career development and advancement, including coaching and feedback.

Redeployment

Take into account the accessibility needs and individual accommodation plans of employees with disabilities when they are reassigned to other departments or jobs within Axiom.

Required legislative compliance: January 1, 2016

Status: Completed

Built Environment Standard

The Accessibility Standards for the Built Environment focuses on removing barriers in buildings and public spaces. Ontario's Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2025, new construction and renovations will be subject to updated accessibility requirements which have been incorporated in to Ontario's Building Code. The Design of Public Spaces Standard was added to the IASR and includes requirements for accessible parking, service counters as well as waiting areas in locations where services are provided. This standard applies only to new construction and the redevelopment of existing elements in public spaces. Currently, Axiom does not have any plans for new construction or redevelopment of its building or property.

In the meantime, Axiom will address accessibility issues that may fall within the Built Environment Standard on an as needed basis. It is anticipated that the Built Environment Standard will set firm time lines for the completion of accessibility initiatives and Axiom will ensure that any applicable requirements set out in the standard are followed.