

# GORE MUTUAL MULTI YEAR ACCESSIBILITY PLAN

Accessibility for Ontarians with Disabilities Act (AODA), 2005  
Ontario Regulation 191/11 Integrated Accessibility Standards

➤ Updated: June 2021

## ➤ Our Commitment to Accessibility

Gore Mutual is committed to providing a respectful, welcoming, accessible, and inclusive environment in the provision of goods and services for both customers/clients and employees alike. As a company, we are committed to, and strive to ensure that the AODA, the standards and all other relevant legislation concerning accessibility, are rigorously observed, ensuring that all persons within our communities are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

Those with disabilities will be given an equal opportunity to obtain, use and benefit from Gore Mutual's products and services in a way that is respectful of the dignity and independence of people with disabilities and in a manner which considers the person's disability. All goods and services provided by Gore Mutual shall follow the principles of dignity, independence, integration, and equal opportunity.

Gore Mutual is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing, and preventing barriers to people with disabilities that might interfere with their ability to make full use of the services provided by Gore Mutual. Our programs and services are delivered in a way that reflects our values of **be good, do good, spread good**.

## ➤ Multi – Year Accessibility Plan

The Multi-Year Accessibility Plan outlines Gore Mutual’s commitment and plan to prevent and remove barriers in order to meet requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as well as the associated regulations including the Accessibility Standard for Customer Service (Ontario Regulation 429/07), and the consolidated Integrated Accessibility Standards (Ontario Regulation 191/11).

Gore Mutual is committed to achieving accessibility with respect to access to our services, facilities, and employment and we strive to meet the needs of people with disabilities in a timely manner.

The Multi-Year Accessibility plan will be reviewed and updated regularly to ensure that Gore Mutual meets the government of Ontario’s requirement to be fully accessible by 2025.

In accordance with the requirements set out in the IASR, we will:

- Post the multi-year accessibility plan on our website ([www.goremutual.ca](http://www.goremutual.ca))
- Provide the plan in an accessible format upon request
- Review and update the multi-year accessibility plan at least once every five years
- Review and update the accessibility plan in consultation with persons with disabilities
- Prepare and complete an annual status report

# Multi – Year Accessibility Plan



Compliance Date: January 1, 2014

Standard	Requirement	Actions Taken	Actions Planned	Responsibility
<b>General Requirements (Part 1)</b>	Establishment of Accessibility policies – Section 3	A policy governing how we achieve or will achieve accessibility through meeting the requirements of the regulation has been established. The policy documents will be made available and provided in an accessible format upon request.	The policy will continue to be reviewed at minimum annually to ensure compliance with AODA requirements and posted to our external website.	People Experience
	Accessibility Plans – Section 4	A multi-year accessibility plan has been developed to outline our strategy to meeting the requirements of the AODA and the needs of Gore Mutual stakeholders with disabilities. This plan has been posted to our external website.	The multi-year accessibility plan will continue to be reviewed and updated at least every five years.	People Experience
<b>Information and Communication (Part 2)</b>	Accessible websites and web content – Section 14	A review of existing website has been undertaken against Level A requirements.	With an overhaul of our website, standards applicable to WACG 2.0 Level A will be integrated in 2021.	Marketing

# Multi – Year Accessibility Plan



Compliance Date: January 1, 2015

Standard	Requirement	Actions Taken	Actions Planned	Responsibility
<p><b>General Requirements (Part 1)</b></p>	<p>Training – Section 7</p>	<p>All full time, part time and contract employees receive training on the accessibility standards, customer service standards and the Human Rights Code at the beginning of employment. A record of this training and dates of completion are maintained.</p>	<p>Gore Mutual will institute an annual retraining cycle for existing employees.  Records of all retraining will continue to be retained.</p>	<p>People Experience</p>
<p><b>Information and Communication (Part 2)</b></p>	<p>Feedback – Section 11</p>	<p>An accessible customer feedback process has been implemented and feedback can be provided in multiple formats including through phone, email or in –person.</p>	<p>The addition of a TTY number to widen feedback communication channels is being explored as another manner in which feedback may be shared with the company.</p>	<p>People Experience Technology</p>

# Multi – Year Accessibility Plan



Compliance Date: January 1, 2016

Standard	Requirement	Actions Taken	Actions Planned	Responsibility
<b>Information and Communication (Part 2)</b>	Accessible Formats and Communication Supports – Section 12	The company will arrange for the provision of accessible formats and/or communication supports in a timely manner after consulting with the person requesting such accessible information.	Gore Mutual will continue to ensure that employees responsible for content development and maintenance are aware of accessibility requirements and the impact on workflow.  Gore Mutual will continue to work to provide new and existing publications in alternate formats for people with disabilities, as requested.	People Experience Marketing
<b>Employment Standards (Part 3)</b>	<b>Recruitment and Selection</b> Recruitment - Section 22 Recruitment, Assessment or Selection process – Section 23 Notice to successful applicants – Section 24  <b>Accommodation</b> Informing employees of supports – Section 25 Accessible formats and Communication supports for employees – Section 26 Documented Individual Workplace Emergency Response Information – Section 27 Accommodation plans – Section 28	Job seekers are informed of the availability of accessible formats of information through our website, job postings, interview process and the offer process.  Employees are informed about the availability of accommodations and the process is outlined in our Modified Workplace policy.	Policies are reviewed at least annually, and employees and leaders complete an annual attestation.  The company will continue to address any barriers to recruitment which are identified through the feedback process or closer examination of our processes and practices.  Gore Mutual continue to ensure leaders are aware of the need for accommodation and provide individualized workplace emergency response information to employees who have a disability.	People Experience

# Multi – Year Accessibility Plan

Compliance Date: January 1, 2016

Standard	Requirement	Actions Taken	Actions Planned	Responsibility
<b>Employment Standards (Part 3)</b>	<p><b>Return to Work</b> Return to Work process – Section 29</p> <p><b>Talent Management</b> Performance Management – Section 30 Career Development and Advancement – Section 31 Redeployment – Section 32</p>	<p>Human Resources policies and practices have been implemented and communicated to employees covering all areas of the employee lifecycle from recruitment, onboarding, training and development, performance management and career/talent management.</p>	<p>Policies will continue to be reviewed annually at minimum to ensure that the most up to date standards and regulations are reflected in our policies and practices.</p> <p>Training developed in house will be reviewed to determine any barriers that might exist for people with disabilities and where these exist a plan will be developed to address this.</p>	<p>People Experience</p>

# Multi – Year Accessibility Plan

Compliance Date: January 1, 2017

Standard	Requirement	Actions Taken	Actions Planned	Responsibility
<b>Built Environment (Part IV.1)</b>	<p><b>Public Spaces</b> Accessible Parking – Section 80.32 to 80.38</p> <p><b>Obtaining Services</b> Service counters – Section 80.40 to 80.41 Fixed queuing guides - Section 80.42 Waiting areas – Section 80.43</p> <p><b>Maintenance</b> Maintenance of accessible elements – Section 80.44</p>	<p>Facility policies and processes reviewed and updated to include the requirements of the Built Environment Standard.</p> <p>New construction projects will consider the applicable requirements from the Standard and the Ontario Building code to every extent possible.</p>	<p>Gore Mutual will continue to ensure that all current facilities or newly built and/or renovated spaces comply with the Ontario Building Code 503/09.</p> <p>Service disruption notification protocols will continue to be incorporated whenever necessary.</p> <p>Gore Mutual will act on the findings of the facility audit and implement the necessary changes to remove all physical barriers.</p>	<p>Facilities</p>



# Multi – Year Accessibility Plan



Compliance Date: January 1, 2021

Standard	Requirement	Actions Taken	Actions Planned	Responsibility
<b>Information and Communication (Part 2)</b>	Accessible websites and web content – Section 14	A review of our existing website has been initiated to assess level of alignment with the WACG 2.0 AA requirements.	New website to be launched in 2022 which will incorporate standards based on WACG 2.0 AA requirements.  A review of our company intranet site is planned with the aim of incorporating accessibility features within the internal site.	Marketing Internal Communications