

**Accessibility for Ontarians With Disabilities Act, 2005**  
**Integrated Accessibility Standards - Intact Financial Corporation\***  
**Multi-Year Accessibility Plan**

	<b>Title</b>	<b>Action</b>	<b>Status</b>	<b>Initiative Statement</b>	<b>Compliance Date</b>
<b>1</b>	Accessibility Policy	Policy Drafted	Complete	IFC has established an Accessibility Policy that governs how we address accessibility issues inside and outside the organization.	January-01-14
<b>2</b>	IFC Multi-Year Accessibility Plan	Plan written	Complete	The IFC Multi-Year Accessibility Plan lays out and explains how we ensure that accessibility is a priority for the organization and what we are doing to foster an accessible workplace for our customers and employees.	January-01-14
<b>3</b>	Accessible Feedback	Ensuring Feedback can be accessed by everyone	Complete	We ensure that everyone can provide feedback to Intact in accessible ways.	January-01-15
<b>4</b>	Accessible Emergency Information	Ensure that employees have access to emergency information	Complete	All publicly available emergency and public safety information is be provided in an accessible format, or with appropriate supports, upon request.	January-01-12
<b>5</b>	Employee and Volunteer Accessibility Training	Creating a training program	Ongoing	We are ensuring that IFC Employees and Volunteers are trained to address any accessibility concerns that arise when dealing with the public or with each other. We ensure that employees know about available accommodations and how to ask for them.	January-01-15
<b>6</b>	Accessible Communication	Ensuring that methods of communication are accessible	Ongoing	We ensure that everyone can communicate with us in their most comfortable manner. We will inform the public of ways to communicate with us.	January-01-16

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7	Accessible Hiring	Ensuring Accessible Hiring Practices	Ongoing	We ensure that our hiring policies are accessible and we notify applicants about any accommodations available before and during the recruitment process. We ensure that suitable accommodations are available for employees with disabilities.	January-01-16
8	Accessible Employment	Ensuring the accessibility needs of our employees are considered as part of their employment and performance management	Ongoing	We ensure that our employees are provided with support and performance management that considers their accessibility needs and make available resources to address any accessibility needs for their career development. We consult with employees in the development of their careers and will develop an individual accommodation plan if it is necessary.	January-01-16
9	Return to Work	Ensuring that employees can return to work after a disability related absence	Ongoing	We ensure that there is a process in place that allows employees to return to work after an absence due to a disability and we provide accommodations they need to return.	January-01-16
10	IFC Website	Website process to ensure accessibility is ongoing.	Ongoing	We are making the IFC Website accessible to everyone.	January-01-21

11	Public Spaces	Meet accessibility laws when building or making major changes to public spaces	Ongoing	We ensure that when building or making changes to public spaces that accessibility laws are met. We ensure that if required emergency maintenance takes place to keep accessible elements of public spaces in working order. As well, we ensure there are alternative ways to accommodate individuals when accessible elements of public spaces are not in working order.	January-01-17
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