

Desjardins Insurance is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility.

Part I: General (sections 3, 4 and 7)

Requirements of the Integrated Accessibility Standards	Compliance measures	Deadline (January 1)	Status
<p>Establishment of accessibility policies</p> <ul style="list-style-type: none"> Develop, implement and maintain policies governing how Desjardins Insurance will achieve accessibility through meeting its requirements under these standards. Prepare one or more written documents describing its policies. Make the documents publicly available and provide them in an accessible format upon request. 	<ul style="list-style-type: none"> We have developed an accessibility policy governing how we will achieve accessibility objectives. This policy is available on our website and can be provided in an accessible format upon request. 	2014	Completed
<p>Accessibility plans</p> <ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan. Post the accessibility plan on Desjardins Insurance’s website. Provide the plan in an accessible format upon request. Review and update the accessibility plan at least once every five years. 	<ul style="list-style-type: none"> We are committed to examining and updating our existing accessibility plan at least once every five years and to maintaining it. The plan is available on our website and can be provided in an accessible format upon request. 	2014	Completed
<p>Training</p> <ul style="list-style-type: none"> Ensure that training is provided on the requirements of the Integrated Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities to: <ol style="list-style-type: none"> All employees and volunteers; All persons who participate in developing Desjardins Insurance’s policies; All other persons who provide goods, services or facilities on behalf of Desjardins Insurance. 	<ul style="list-style-type: none"> Our employees and representatives will receive training, to the extent and in the manner best suited to their roles, on the Ontario accessibility legislation and the Human Rights Code as it pertains to persons with disabilities. In our contractual arrangements, we ensure that service providers are trained on the Ontario accessibility legislation and the Human Rights Code as it pertains to persons with disabilities. We keep records of deployment activities and updates relating to such training in accordance with regulatory requirements. 	2015	Ongoing

¹ Desjardins Insurance refers to Desjardins General Insurance Inc. in Quebec; to Certas Direct Insurance Company and Certas Home and Auto Insurance Company in Ontario; and to Certas Direct Insurance Company in Alberta.

Part II: Information and communications standards (sections 11 to 14)

Requirements of the Integrated Accessibility Standards	Compliance measures	Deadline (January 1)	Status
<p>Feedback</p> <ul style="list-style-type: none"> • Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities. • Provide or arrange for the provision of accessible formats and communications supports for persons with disabilities, upon request. • Notify the public about the availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> • Our processes for receiving and responding to feedback are accessible to persons with disabilities or can be made available in an accessible format upon request. 	2015	Completed
<p>Accessible formats and communication supports</p> <ul style="list-style-type: none"> • Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: <ol style="list-style-type: none"> a. in a timely manner that takes into account the person’s accessibility needs due to disability; and b. at a cost that is no more than the regular cost charged to other persons. • Notify the public about the availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> • Upon request and in a timely manner, we will provide information in an accessible format for persons with disabilities, when practicable, failing which communication supports will be provided. • We take into account the accessibility needs of persons with disabilities. • Any associated cost will not be higher than the regular cost charged to other persons. • We have added a notice about the availability of accessible formats and communication supports to our website. 	2016	Completed
<p>Emergency procedure, plans or public safety information</p> <ul style="list-style-type: none"> • Prepare emergency procedures, plans or public safety information and make the information available to the public, and provide the information in an accessible format or with appropriate communication supports, upon request. 	<ul style="list-style-type: none"> • Upon request, we provide our clients and employees with emergency procedures, plans or public safety information in an accessible format. 	2012	Completed
<p>Accessible websites and Web content</p> <ul style="list-style-type: none"> • Make Desjardins Insurance’s websites and Web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 (Level A). 	<ul style="list-style-type: none"> • We are working to bring our websites into compliance with the WCAG 2.0 Level A requirements by implementing the following: <ol style="list-style-type: none"> a. Web accessibility audits on all our websites b. Web accessibility best practices in the areas of design, development and quality assurance 	2014	Ongoing

Part III: Employment standards (sections 22 to 32)

Requirements of the Integrated Accessibility Standards	Compliance measures	Deadline (January 1)	Status
<p>Employment standards</p> <ul style="list-style-type: none"> • Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. • Notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. • If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability. • Notify the successful applicant of Desjardins Insurance’s policies for accommodating employees with disabilities. • Inform employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability. • Where an employee with a disability so requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee’s job and information that is generally available to employees in the workplace. • Provide individualized workplace emergency response information to employees who have a disability. If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. • Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. • Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. • Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using a performance management process in respect of employees with disabilities. • Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities. • Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. 	<ul style="list-style-type: none"> • We are revising our recruitment process to take into account the needs of persons with disabilities and comply with the legislation. • We are updating our internal onboarding process for successful applicants. • Our internal return-to-work process will be updated. • We will develop a process for implementing individual accommodation plans in line with the legislation. • We are updating our process on job retention and job mobility. • We will introduce adaptable solutions for access to information and communication methods. • We ensure that our work sites are accessible and that workspace accommodation needs are met. • Our performance appraisal process will be updated. • We will ensure that our working conditions pertaining to career development, advancement and redeployment take into account the needs of employees with disabilities. 	2016	Ongoing