

## 1. Purpose

Central 1 is committed to meeting the accessibility needs of persons with disabilities in a timely manner, consistent with the principles of dignity, independence, integration and equal opportunity. The purpose of this Multi-Year Accessibility Plan (the “**Plan**”) for the Integrated Accessibility Standards Regulation (“**IASR**”) is to outline our strategy to prevent and remove barriers to accessibility. We respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the requirements set within.

This Plan is publicly available at our Central1.com. This Plan is also available in an alternate accessible format upon request.

This Supporting Document applies to Central 1 Credit Union and its subsidiaries, as well as all their employees, contractors, and directors.

This Supporting Document is subject to the **Governing Conditions** which forms part of this document and must be read in conjunction with the People and Culture Policy as well as the Accessible Customer Service Management Standard

## 2. Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (“**AODA**”) is a statute enacted in 2005 by the Legislative Assembly of Ontario, Canada. Its purpose is to improve accessibility standards for Ontarians with physical and mental disabilities to all public establishments by 2025. Barriers and Disability have the meaning attributed to them within the Accessible Customer Service Management Standard which has been derived from the abovementioned legislation.

## 3. General

This Plan is part of a larger framework which includes a management standard and a procedure. For additional information on this Plan or any other documentation, you may contact Central 1 through any of the methods set out on our Contact Us page, which includes e-mail, mail, via telephone (TTY) and in person.

Further, Central 1 has designated the Director, Human Resources to receive feedback on barriers and this accessibility Plan. The Director, Human Resources may be contacted through the following ways:

### a. Mailing address

2810 Matheson Blvd E Mississauga, L4W 4X7

### b. Telephone

### c. Email Address

accessibility@central1.com or or humanresources@central1.com

## 4. Accessibility Plan

### a. Establishment of accessibility standards

Central 1 has developed and implemented an Accessible Customer Service Management Standard (the “**Standard**”) which is publicly available and maybe provided in an accessible format upon request.

Our existing Standard and Accommodation Procedure (the “**Procedure**”) relating to accessibility will be reviewed on a regular basis for any updates required to the process.

## **b. Training**

Central 1 provides training to applicable employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. In addition, Central 1 also provides training to all employees regarding respect in the workplace, including anti-discrimination and anti-harassment. This training is mandatory. Further information on Central 1's training program as it pertains to these topics is available within the Standard.

## **c. Information and Communications**

Central 1 is committed to ensuring company information and communications are accessible to persons with disabilities. Central 1 continues to ensure that requirements under the information and communication standard to ensure that information and communication systems and platforms are accessible and are provided in an accessible format that meet the needs of persons with disabilities. Further, Central 1 will provide such accessible formats in a timely manner that takes into account the person's accessibility needs due to their disability.

### **I. Accessible Formats and Communication Supports**

We have added a notice about the availability of accessible formats and communication supports on our website. Available formats include:

### **II. Accessible Websites and Web Content**

Central 1 continues to ensure that all our websites and content published on such websites are compliant with the international standards for website accessibility: World Wide Web Consortium Web Content Accessibility Guidelines 2.0 ("WCAG 2.0") level AA.

### **III. Feedback**

Central 1, in accordance with the requirements of the IASR, ensures that the process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats upon request. Feedback can be provided through a number of methods, see the Contact Us page on our website for further details.

## **d. Employment Standard**

### **IV. Employment**

Central 1 is committed to ensuring that reasonable accommodations are made available to employees with disabilities throughout the employment relationship. Central 1 is committed to ensuring that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment and selection processes and provides reasonable accommodations upon request.

Refer to our Accommodation Procedure which contains more detail on this, including information on our individual accommodation plans, as necessary.

Actions Taken:

- Post information about the availability of accommodation for job applicants with disabilities during the recruitment and selection process.
- Inform job applicants who are selected for an interview that accommodations are available, upon request, in relation to the materials or processes to be used.
- If an employee or new hire with a disability makes a request for accommodation, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability and Central 1's ability to deliver.

Inform current employees and new hires of policies used to support employees with disabilities.

When providing performance management information to an employee with a disability, Central 1 will take into account the accessibility needs of the employee and as applicable, individual accommodation plans.

- When providing career development information to an employee with a disability, Central 1 will take into account the accessibility needs of the employee, and as applicable, individual accommodation plans.
- Upon request, Central 1 will consult with the employee to provide or arrange for the provision of accessible formats or communication supports for information that is need in order to perform the job, and information that is generally available to employees in the workplace.

## 5. Accessible Emergency Information

Central 1 is committed to providing customers and clients with publicly available emergency information in an accessible format upon request. Central 1 will also provide employees with disabilities with an appropriate individualized workplace emergency response plan when necessary and as soon as practicable after Central 1 becomes aware of the need for accommodation due to an employee's disability. If an employee who receives individualized workplace emergency response requires assistance, and with the employee's consent, Central 1 will provide the workplace emergency response information to the person(s) designated by Central 1 to provide assistance to the employee. Central 1 will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed, and when Central 1 reviews its general emergency response policies.

## 6. Maintenance and Review

This Plan has been developed by Human Resources and will be reviewed annually to ensure it remains in compliance with the abovementioned legislation and Regulation.