

# Multi-Year Accessibility Plan

## Introduction and Statement of Commitment

General Reinsurance Corporation (the “**Company**”) is committed to:

- ensuring equal access and participation for people with disabilities;
- treating people with disabilities in a way that allows them to maintain their dignity and independence; and
- giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

We will achieve these commitments by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* (“**AODA**”) and Ontario’s discrimination laws.

As part of our commitment to meeting our obligations under the AODA, the Company has developed a Multi-Year Accessibility Plan which outlines our strategy to prevent and remove barriers and meet our requirements under the AODA.

The Multi-Year Accessibility Plan will be reviewed and updated by the Company at least once every five (5) years, and as required under AODA.

## Accessible Client Service

The Company is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

Status: Complete

The Company will:

- Develop an accessible client service policy;
- Make the accessible client service policy publicly available and available in accessible formats upon request;
- Train client facing employees on accessible client service;
- Establish a feedback process for receiving feedback from the public about how we are providing services to people with disabilities; and
- Make the feedback process available in accessible formats.

## **Accessibility Policies**

Status: Complete

The Company will:

- Develop, implement and maintain a corporate policy governing how we will achieve accessibility;
- Establish, implement and maintain this Multi-Year Accessibility Plan;
- Include within the Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and
- Make the corporate policy and Multi-Year Accessibility Plan available to the public and available in accessible formats upon request.

## **Training**

Status: Ongoing

The Company will:

- Provide training on the requirements of the *Integrated Accessibility Standards Regulation* (“IASR”) and on disability-related obligations under the Ontario *Human Rights Code* to our Ontario employees and employees outside of Ontario who provide services to Ontario customers, and any others who may be acting on our behalf in dealing with the public or any other third parties. Training will also be provided to all people who are involved in the development of the Company’s policies; and
- Maintain records of the dates when training is completed and the individuals who completed the training.

## **Information and Communications Standards**

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

Status: Complete

### **B. Feedback, Accessible Formats and Communication Supports**

Status: Complete

The Company will:

- Put a statement about the availability of accessible formats and communication supports in our public areas and, upon request, provide or arrange for the provision of accessible formats; and

- Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

## **Employment Standards**

### A. Recruitment

Status: Ongoing

The Company will:

- On our Ontario job postings, specify that accommodations are available for applicants with disabilities;
- Inform applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request;
- Upon request, consult with the applicant and arrange for suitable accommodation; and
- Notify the successful applicant, when making offers of employment, of the Company's policies for accommodating associates with disabilities.

### B. Informing Employees of Supports

Status: Ongoing

The Company will:

- Inform new hires of the Company's policies to support employees with disabilities and keep employees up to date on changes to these policies; and
- Upon request from an employee with a disability, and further to consultation with the employee, provide for suitable accessible formats and communication supports for information needed by the employee to perform their job, and/or information that is generally available to employees.

### C. Documented Individual Accommodation Plans/Return to Work Process

Status: Ongoing

The Company will:

- Develop a written process for the development of individual accommodation plans; and
- Develop and document a return to work process for employees who have been absent due to a disability.

#### D. Performance Management and Career Development

Status: Ongoing

The Company will:

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing the Company's performance management processes.
- Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering career development and advancement opportunities of employees with disabilities.

Next review date: 06/01/2031